

Job Description



Job Title:

FSC Program Assistant

Reports To:

FSC Director

FLSA Classification:

Non-Exempt.

Creation/Last Revised:

07/2026

Job Summary:

The FSC Program Assistant advances the center's mission by fostering a welcoming, inclusive, and impactful environment for all guests. Working in close partnership with the Program and Retreat Coordinator, this role provides essential logistical, operational, and guest-facing services for FSC's programming.

Job Type:

Full-Time; 32-40 hours per week

Education & Experience:

- Experience in program coordination, event planning, non-profit sectors preferred.
- Advanced technological proficiency in Microsoft Office applications, and remote communication tools (such as Zoom, Microsoft Teams). Ability to adapt and learn new workplace technologies.

License requirements:

- Valid driver's license desired but not required.

Essential Duties:

- Support and model the mission of the Franciscan Spirituality Center.
- Manage daily or event-based rosters, ensure adequate coverage
- Review participant requests and needs in the database and communicate needs to program and support staff.
- Track and verify program and retreat payments for events and communicate outstanding payments to support staff.

- Collaborate with FSC office staff on meeting room assignments for programs and retreats
- Manage database tracking and background checks of volunteers.
- Train volunteer shepherds and general FSC volunteers by providing ongoing support, resources, and guidance.
- Serve as the primary bridge between FSC's leadership, program presenters, and the shepherds, ensuring they have the facilities and materials needed for their group.
- Assist the Program/Retreat Coordinator to send courtesy emails for all FSC events in a timely manner.
- Add programs and retreats to local community calendars.
- Facilitate communication with individuals, community groups, businesses, churches, and other organizations inquiring about FSC programs "on the road."
- Create Zoom links, monitor, provide support, and run virtual retreats or programs.

****Other Duties as Assigned****

Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work varied shifts which include evening and weekend hours
- Excellent communication/customer service skills.
- Excels in offering hospitality. Maintains a calm and warm manner when interacting with staff, guests and visitors, even under pressure.
- Respects the confidentiality of others. Handles sensitive and confidential materials in a discreet, professional manner.
- Respects the diversity of spiritual beliefs and life experiences among FSC's staff, guests and visitors.
- Ability to collaborate and adapt to changes.
- Must be reliable and able to work independently.
- Able to manage work with frequent interruptions, ability to prioritize, be flexible with tasks and adapt to changes.
- Ability to work effectively with others as a team member and able to work independently.
- Attend weekly staff meetings, weekly huddles, and complete all staff development trainings as required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and/or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle or feel. Occasionally required to reach with hands and arms, and balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions.

The noise level is usually quiet to moderate.

Prerequisite: Physical exam, Tuberculosis screening test, Drug screen, Criminal Background Check.

Disclaimer clause

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required. FSPA reserves the right to change job responsibilities, duties and hours as needed.

I have read and understand the job description. I agree to accept the responsibilities and duties as outlined.

Signature

Date