



Asian Services In Action, Inc.

3631 Perkins Ave. Ste. 2A-W, Cleveland, OH 44114, (t) 216-881-0330

730 Carroll Street, Akron, OH 44304, (t) 330-535-3263

www.asiainc-ohio.org

Position Available: **Program Assistant (Chinese speaking)**
Location: **Cleveland, Ohio**
Pay Rate: **(.75 – 1.0 FTE; salary based on qualifications)**

Asian Services In Action (ASIA) is a growing non-profit multi-service agency with two sites (Akron and Cleveland) serving low-income, underserved, limited English-speaking Asian American and Pacific Islander (AAPI) immigrant and refugee populations of all ages. Our mission is to empower AAPIs in Northeast Ohio to enhance their well-being, build their communities and to improve their self-sufficiency through culturally and linguistically relevant information and services.

The Program Assistant will provide clerical and administrative support to the Self-Sufficiency Department which is focused on helping individuals and families with employment, job and skills development, accessing public benefits, and providing other support to remove barriers toward self-sufficiency. In addition, offer wellness, socialization, and transportation to vulnerable older adults.

Position Description: Under the supervision of the Manager of Self-Sufficiency/Senior Services, the Program Assistant will be responsible for:

- Scheduling interpreting request for health and social services appointments
- Answer phone calls for program staff
- Assist with greeting and checking in clients for appoints with staff
- Assist clients verify eligibility and enroll into public benefits programs
- Support logistics for program meetings and events in the office
- Attend all ASIA required staff meetings
- Other duties as assigned

Minimum Qualifications:

- Associates degree in social work or a related topic
- One year work which include experience in clerical, administration and/or customer service
- Experience with and knowledge of the Asian communities is a must.
- Good written and verbal use of the English language.
- Must be bilingual in an Asian language (priority: Cantonese or Mandarin)

General Information

30-40 hours; competitive benefits which includes paid sick, personal and holidays, long-term disability and life insurance, retirement, and monthly stipend for health insurance (medical, dental and vision).

For further information, you may email your cover letter and resume to:

Susan Wong, Manager (susan.wong@asiainc-ohio.org)