



Administrative Associate – Friendly Towns Connect

The Fresh Air Fund, an independent, not-for-profit youth development organization, has provided free summer experiences to more than 1.8 million New York City children from low-income communities since 1877. Despite the challenges presented by COVID-19, The Fund continues to provide safe, fun, engaging and enriching experiences for New York City youth to keep the magic of summer alive through virtual and outdoor programs. Fresh Air children also participate in year-round leadership and educational programs. For more information, visit www.FreshAir.org.

Position Summary

The Friendly Towns Connect program aims to connect and build the Friendly Towns community by providing engaging virtual programming for NYC children and host families to participate in together. In a traditional summer, children from NYC visit with host families throughout 13 states and Southern Canada, but this year, NYC children and families and their host families will meet virtually to build and maintain this community. Friendly Towns Connect expands on The Fresh Air Fund's success in running virtual summer and year-round programs and creates an opportunity to build the connections between NYC children and families, host families, and volunteer leaders, providing a safe and fun virtual platform to build relationships.

The Administrative Associate supports the set-up and logistics of this program. The Administrative Associate will support NYC families and Host Families in completing their applications, call references, match NYC families and Host Families together, communicate actively about the program with participants, support all administrative and set-up needs for the program, and support families during the program by ensuring they have the necessary information, answering questions about the program, and ensuring they receive supplies for the program.

This is a fully remote position that reports to the Friendly Towns Connect Administrative and Operations Manager.

Employment Period: June 28, 2021 – August 23, 2021

Hours per Week: 35 hours per week

Working Hours: 10am-6pm (Monday-Thursday) and 9am-5pm (Friday)

Compensation: \$15/hour

Benefits: None

Responsibilities

- Provide overall administrative support to Friendly Towns Connect program.
- Review host family application and complete reference check calls.
- Match NYC children with host families.
- Reply to phone calls and emails promptly.
- Set-up Zoom breakout rooms during live sessions.
- Support participants in using Zoom.
- Track attendance in each session and update in database.
- Follow-up when participants are not present during live sessions.
- Collaborate with Senior Counselors and Friendly Towns Connect Team to support programming.
- Serve as a back-up facilitator to Senior Counselor (willingness to facilitate in breakout rooms if needed).
- Engage with children and families with camera and audio on.
- Show a high level of enthusiasm and energy.
- Ensure families receive supply boxes and have technology set-up before attending program.



- Assume responsibility for the virtual safety and engagement of children and families.
- Understand that youth come first and decisions should be made in the best interest of youth.
- Address stressful situations appropriately in a fast-paced, interactive environment.
- Be knowledgeable of emergency procedures and follow them when necessary.
- Participate in all programming including program and organization-wide events, staff meetings and trainings.
- Explain and enforce Fresh Air policies, traditions, and rules.
- Serve as a role model for youth in programs.
- Additional responsibilities as assigned.

Qualifications

- Must be at least 18 years old by July 5.
- At least 2 years of college or equivalent is preferred.
- A minimum of one-year experience working with children is required. Staff must be passionate about working with children. Experience working with children with special needs is plus.
- Highly developed organizational skills and attention to detail.
- Self-starter with strong problem-solving skills.
- Outstanding communication skills.
- Ability to work successfully with a broad range of personality types.
- Comfortable with learning and using technology including Zoom, basic Microsoft Office, and databases.
- Experience with volunteers or history of volunteer service is helpful.
- Access to a computer with conferencing capabilities, reliable phone line, and stable Internet access preferred.
- Access to appropriate, quiet working space required.
- Excellent verbal and written communication skills required.
- Bilingual abilities (Spanish, Mandarin, etc.) a plus.
- Emotionally mature with a willingness to work as a team player and to maintain a positive attitude.
- Flexible and willing to accept challenges and step outside comfort zone.
- Successful completion of mandatory online orientation and ongoing professional development
- Available for the entire duration of the summer program.
- Interest in joining a youth development organization and supporting its mission and vision.

Application Instructions

To apply, please submit an application by clicking on the **Virtual Friendly Towns Connect Jobs** link at: <https://freshairfund.workbrightats.com/jobs/>. We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations, and communities to apply.