



November 20, 2018

The Government Training Agency is currently recruiting for the following position:

Title: Program Assistant

Description: Under the direction of the Director of Training, the Program Assistant is responsible for, supporting training functions within the Regional Training Center, greeting RTC clients, contractors and visitors, performing administrative tasks, working with other staff members, and assisting with various projects in an office environment.

Status: Non-Exempt

Hours: 37.5 hours, occasional evenings and weekends

Compensation range: \$36,463 - \$44,320

Benefits: Health, Dental, Holidays and Vacation

Retirement Program: California State Pension Plan (PERS)

RESPONSIBILITIES PURPOSE AND DISTINGUISHING CHARACTERISTICS

To perform clerical work preparing, reviewing and processing a wide variety of training documents, records, and correspondence according to prescribed laws and regulations; and to perform related work as required.

The Program Assistant is a clerical position. Under immediate supervision, incumbents prepare, review, and process a wide variety of training documents and provide information to clients, government entities, law enforcement officers and the public relating to government training in conformance with prescribed laws and regulations. As incumbents learn the work, they are expected to work with greater independence on various training documents within office time frames.

EXAMPLES OF DUTIES

The examples of functions listed in this class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Essential Functions:

- Reviews a wide variety of training documents pertaining to government training to determine accuracy, completeness and conformance with legal requirements and government policies for recording, reporting, and filing.
- Prepares, processes, files, and distributes training documents and related materials.
- Enters and maintains training records, including the use of computerized record keeping systems.
- Assists other staff in the preparation and distribution of training records, training materials and other office needs.
- Handles requests for training information and works with management to determine appropriateness of its release.
- Prepares correspondence.
- Maintains daily activity logs.
- Assists supervisor in the development of written procedures.
- Assists supervisor in collection of statistics.
- Type correspondence reports and documents from verbal instructions, as needed.
- Provides responsive, high quality service to GTA employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
- Assists with training events and scheduling.
- Taking and tracking student registrations at the GTA.
- Work with other staff members to further the mission of the GTA.
- Provide basic information and referrals for clients.
- Assist the Executive Director and Director of Training in training functions.
- Schedule classes presented by the GTA.
- Coordinate instructors as needed and work with contract coordinators in the presentation of courses.
- Track course expenses, with respect to their established budgets, and work with executive staff to advise on such issues.
- Compile support documentation for the purpose of billing, work with accountant and other executive staff on course billing issues.

In addition to the above:

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- Answers communication in a timely manner through telephone, email and other communication pathways.
- Receives, verifies, posts and records payments submitted for training classes.
- Processes received payments using computerized system.
- Uses computers to enter and retrieve information and maintain records of transaction.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General clerical office practice and procedures.
- English usage of a business and legal nature.
- The operation and uses of general office equipment including personal computers, word processing systems, typewriters, copiers and calculators.
- Computerized data and record keeping systems.
- Excellent customer service objectives and strategies.
- Telephone, office, and on-line etiquette.

Skills and Abilities to:

- Effectively communicate in oral and written forms.
- Maintain proper filing systems.
- Prepare a variety of reports and records.
- Complete assignments with a high degree of accuracy.
- Use tact and courtesy in dealing with coworkers, city and county government workers, law enforcement officers and the general public.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situation which require a high degree of sensitivity, tact and diplomacy.
- Ability to multitask – work simultaneously on multiple projects at any given time

Desirable Traits

Communicates Effectively, Knowledge of Government and Law Enforcement Terminology, Customer Focused, Values and Respects Others, Drives to Excel, Teamwork and Collaboration, Continuous Learning, Demonstrates Ethical Behavior, Supportive of Change, Excellent Organization Skills, Ability to work in a high pace environment.

Education and/or Experience

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Required education/experience:

REQUIRED LICENSES, CERTIFICATIONS OR REGISTRATIONS

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License

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees may be required to use their own vehicle (mileage reimbursement available).

Certification/Registration

A typing certificate for at least 30 net WPM with a maximum of 5 errors must be attached to the application and will be required before candidates are scheduled to compete in the selection process.

SPECIAL NOTES

Working Conditions

Incumbents work in an office environment, and are exposed to computer screens.

Essential Physical Characteristics

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Frequent: sitting and repetitive use of hands, including simple grasping and fine manipulation. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, kneeling, power grasping, pushing and pulling, reaching above and below shoulder level, and lifting and carrying of files weighing up to 30 pounds.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to hiring, candidates may be subject to a background investigation.

PROBATIONARY PERIOD AND CLASS HISTORY

Those hired to this position shall serve in an "at-will" employment status.

Email Cover Letter and Resume to:

Marisa McCullough, HR, mmccullough@govtraining.com

[Please indicate "Program Assistant" in the subject line of the email]

DEADLINE: Open Until Filled