



June 21, 2019

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

Title: Receptionist/Administrative Assistant (part time – 19 hours per week)

About us: The Southern California Intergovernmental Training and Development Center (ITDC) operates under the name of Government Training Agency (GTA) and is often referred to as the San Diego Regional Training Center (RTC). The GTA is a government agency created in 1972 via a Joint Powers Agreement, and today, its member agencies are comprised of all eighteen cities within the County of San Diego and the County of San Diego. The GTA was created to provide high quality training and organization development consulting services to public agencies at a reasonable cost and to assist the parties of the agreement in their efforts to develop and implement employee training programs, including the holding of seminars, training institutes and other education courses. The GTA is self-supporting, deriving its revenue from grants and from payments for services rendered to its member parties and other participating agencies.

Description: The receptionist/administrative assistant reports to the Executive Director and/or the Director of Training. Performs receptionist duties for the GTA and administrative duties for executive management and other staff members as needed. Responsibilities include accepting and screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports and contracts; and customer relations.

Status: Non-Exempt

Hours: Part time; 19 hours per week

Compensation hiring range: \$18 - \$23 per hour

Benefits: Pro-rata holiday pay and sick time accrual

Retirement Program: None

Anticipated Start Date: July 15, 2019 or immediately thereafter

THE IDEAL CANDIDATE:

The ideal candidate will possess a strong work ethic and be willing to work on multiple programs concurrently. They will be able to successfully shift from one project to another on a daily basis without losing effectiveness.

In addition, the ideal candidate will:

- Be results orientated with a strong willingness to learn;
- Practice a customer-centric approach;
- Demonstrate effective oral and written communication skills;
- Follow through on commitments;
- Demonstrate strong teamwork and collaboration skills;

RESPONSIBILITIES PURPOSE AND DISTINGUISHING CHARACTERISTICS

Receptionist duties:

- Telephone: answering, screening, holding, and transferring calls
- Walk-in: welcoming and screening visitors for appointments
- Assisting and providing assistance to the Executive Director as needed
- General office clean up or maintenance as necessary

Class-related customer service duties:

- Answering program questions on a variety of courses offered at GTA
- Entering, updating, and looking up registrations
- Fielding customer class questions e.g. hotels, costs, reimbursements
- Mailing, emailing, and faxing certificates, confirmation letters, brochures
- Assist Program Managers and Coordinators in calling students when classes are cancelled
- Provide quality and professional service to customers in person, on the telephone and in writing

Preparing Contracts

- Coordinate with agency personnel who submit contract requests
- Complete subcontracts and provide copies to client agency
- Phone and email communication with contractors, consultants and instructors
- File completed contracts in appropriate contract binders

Class tasks:

- Correcting and updating networking rosters
- Printing certificates
- Copying and mailing evaluations to instructors and POST reps

Miscellaneous office tasks:

- Updating mail addresses
- Folding brochures
- Copying, faxing, emailing, scanning
- Assembling notebooks
- Assisting with EDI as needed
- Other duties as assigned

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.

ESSENTIAL FUNCTIONS:

- Reviews a wide variety of 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;
- Assists supervisor in collection of statistics;
- May type correspondence reports and documents from verbal instructions as needed;
- Provides responsive, high quality service to other GTA employees, contractors, 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;
- Work with other staff members to further the mission of the GTA;
- Provide basic information and referrals for clients;
- Assist GTA staff in training functions; and,
- Uses computers to enter and retrieve information and maintain records of transaction.

KNOWLEDGE, SKILLS AND ABILITIES (the ideal candidate will possess in whole or part)

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

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- Current technology and trends in the profession;
- 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 situations which require a high degree of sensitivity, tact and diplomacy.

REQUIRED LICENSES, CERTIFICATIONS OR REGISTRATIONS

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.

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 in an office environment is required along with: repetitive use of hands, including simple grasping and fine manipulation; walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, kneeling, power grasping, pushing, pulling, reaching above and below shoulder level, and lifting and carrying of files.

Background Investigation

Must have a reputation for honesty and trustworthiness. Prior to hiring, candidates will be subject to a background investigation and drug testing.

PROBATIONARY PERIOD AND CLASS HISTORY

The person hired for this position shall serve in an “at-will” employment status.

Email Cover Letter and Resume to: Marisa Messier, HR, MMcCullough@govtraining.com [Please indicate “Receptionist Position” in the subject line of the email].