



**February 2020**

**The Government Training Agency, also known as the Regional Training Center is currently recruiting for the following position:**

**Title: Program Assistant (Part Time)**

**Description:** Under the direction of the Executive Director or Director of Training, the Program Assistant is responsible for, supporting training functions within the Government Training Agency, greeting GTA 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:** 19 hours per week

**Compensation range:** \$15 - \$21 per hour

**Benefits:** None

**Retirement Program:** None

**Anticipated Start Date:** Immediate

**RESPONSIBILITIES PURPOSE AND DISTINGUISHING CHARACTERISTICS**

To perform clerical work including but not limited to: answering phones and emails, interacting with clients and the public, preparing, reviewing and processing a wide variety of training documents, records, contracts and correspondence and to perform related work as required.

This part-time 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:**

- Managing the phone system and relay calls to appropriate staff members;
- Answering questions to clients about programs the GTA is involved in;
- 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;
- Maintains daily activity logs;
- May 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;
- Provide basic information and referrals for clients;
- 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 executive staff on course billing issues.

**In addition to the above:**

- 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;
- General knowledge of Microsoft Office and working knowledge of Word, Excel, PowerPoint and Outlook.
- 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.
- Good customer service objectives and strategies.
- Telephone, office, email 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, county and state government workers 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, drive to excel, teamwork and collaboration, continuous learning, demonstrates ethical behavior, supportive of change, 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 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. 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 (may be waived by management).

## **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 will 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 Messier, HR, [mmessier@govtraining.com](mailto:mmessier@govtraining.com) [Please indicate "Program Assistant" in the subject line of the email]

**DEADLINE:** Open Until Filled

**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 governmental 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. For further information about us, please visit our website at [www.govtraining.com](http://www.govtraining.com).