



**April 15, 2024**

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

**Title: Administrative Assistant**

**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 developing and implementing employee training programs, including holding seminars, training institutes, and other education courses. The GTA is self-supporting, deriving its revenue from grants and payments for services rendered to its member parties and other participating agencies.

**Description:** The administrative assistant reports to the Executive Director and/or the Director of Training. The assistant 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 managing customer relations.

**Status:** Non-Exempt

**Hours:** 37.5 hours per week

**Compensation range:** \$22 per hour with an annual step raise upon satisfactory performance evaluation. Employees are eligible for a 2% COLA annually.

**Benefits:** Medical, Dental, Holiday, Vacation and Sick Time

**Retirement Program:** CalPERS

**Anticipated Start Date:** Immediate

## **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 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 and emailing certificates, confirmation letters, brochures
- Assist Program Assistants and Coordinators in contacting students, or their agencies, when classes are canceled
- Provide quality and professional service to customers in person, on the telephone, and in writing

### **Preparing Contracts duties:**

- 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

### **Course Presentation duties:**

- Correcting and updating networking rosters
- Printing certificates
- Scanning evaluations to instructors or others, as needed

Miscellaneous office tasks:

- Updating registration information
- Filing paperwork
- Copying, emailing, scanning
- Assembling notebooks
- Assisting with database entries, 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. 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 the appropriateness of its release;
- Prepares correspondence;
- Assists supervisor in the 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 transactions.

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

- General clerical office practice and procedures;
- Knowledge of Microsoft Office with working knowledge of Word, Excel, PowerPoint and Outlook;
- Knowledge of and ability to work in Adobe PDF's and converting files to different formats (or ability to learn such functions);
- 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;
- 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 various individuals representing diverse cultures and backgrounds and function calmly in situations requiring 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 the 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 represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made on a case-by-case basis to enable an individual with a qualified disability to perform these functions.

Frequent sitting in an office environment is required, along with repetitive hand use, including simple grasping and fine manipulation; walking, standing, bending and twisting the neck, bending and twisting the waist, squatting, kneeling, power grasping, pushing, pulling, reaching above and below shoulder level, and lifting and carrying files weighing up to 30 pounds.

**Desirable Traits**

Communicates Effectively, has knowledge of government and law enforcement terminology, is customer-focused, values and respects others, drives to excel, enjoys teamwork and collaboration, and continuously learns. Demonstrates ethical behavior, is supportive of change, and is able to work in a fast-paced environment.

**Education and/or Experience**

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

**Background Investigation**

Candidates must have a reputation for honesty and trustworthiness. Depending on the type, number, severity, and recency of their misdemeanor and/or felony convictions, they may be disqualifying. Before hiring, candidates will be subject to a background investigation.

**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, [mmessier@govtraining.com](mailto:mmessier@govtraining.com) [Please indicate “Receptionist Position” in the email's subject line].