

Position Title: Program Assistant: Preschool Early Intervention

Code:

Department: ECSES

Group: NISUP, ESPA Eligible,
Non-exempt, Zone 14

Reports to: Program Supervisor

Date: February, 2025

PURPOSE OF POSITION:

Responsible for performing all necessary clerical and administrative support for the Preschool Early Intervention Program.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
 - ***professional and courteous verbal and nonverbal communication***
 - ***proactive problem solving***
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1. Accurately and promptly processes and logs all information received on students and staff on a daily basis following program procedures and compiles customized reports upon request, while demonstrating the ability to independently prioritize tasks effectively according to their urgency.
 2. Accurately inputs data from various sources (e.g., paper documents, emails, digital files) into designated databases. Verifies the accuracy of data by cross-referencing with original documents. Updates and maintains existing records with new information as needed. Performs regular data audits to identify and correct errors or inconsistencies.
 3. Scans and digitizes physical documents for electronic storage. Organizes and categorizes documents according to established filing systems. Uploads documents to appropriate databases, ensuring correct metadata tagging for easy retrieval. Maintains confidentiality and security of sensitive information during the upload process.
 4. Answers incoming calls to Early Intervention including the IU13 Referral Hotline in a professional and courteous manner. Assists internal and external customers by providing information, resolving issues, and directing them to the appropriate resources. Maintains a high level of customer satisfaction by addressing concerns promptly and effectively.
 5. Assists in the accurate administration of assigned program budgets. Systematically and independently, prepares accurate and timely invoices, purchase orders, requisitions, and vouchers; and performs other budget-related functions, as required. Processes contracts and generates prompt and accurate invoices and/or inter-departmental charges for internal and external customers and tracks revenues through the appropriate systems.

This is not a complete itemization of all facets of this position.

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6. Provides assiduous support related to the coordination, planning, execution, and follow-up for various types of meetings, activities, events, workshops, conferences, etc., both on-site and off-site, in a timely and professional manner. Prepares necessary materials and ensures comprehensive communication and documentation of all events and activities. Assists with facilitating meetings on the day of the event as needed, ensuring smooth operations and addressing any immediate needs that arise.
7. Completes general office duties in an accurate and timely manner as required by their specific tasks or as assigned by Program Supervisors, while demonstrating a strong focus on detail and maintaining high levels of accuracy.
8. Maintains up to date technical skills may include but is not limited to: BusinessPlus, SharePoint, MFP's, Frontline, Meeting Room Manager, PELICAN, Web HelpDesk Ticket system, OnBase, Itinerant Time Tracker, Google Docs and Microsoft Office 365 as required for the position.
9. Engages in cross-training opportunities to learn office tasks essential for supporting the Preschool Early Intervention Program. Demonstrates a proactive attitude and performs these tasks as needed.
10. Adheres to the established work schedule through regular and consistent attendance. Maximizes work time to efficiently complete assigned work tasks.
11. Proactively works as a team member to solve/assist with problems, issues and opportunities and performs other duties as assigned or requested by Program Supervisors.
12. Follows all federal, state and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education Required: High School diploma or GED

Experienced Required: Minimum of 2 years clerical/administrative experience.

Other Qualifications:

- Excellent organizational and time management skills.
- Ability to work with minimal supervision in a fast-paced environment.
- Experience with data entry and database management systems.
- Strong attention to detail and accuracy.
- Ability to handle confidential information with discretion.
- Good communication and interpersonal skills.
- Advanced technology and computer skills. Ability to easily learn and utilize new programs and applications.

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities:

Sit: 80%

Walk/stand: 20%

Driving to other locations: as needed

This is not a complete itemization of all facets of this position.

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Lifting: Up to 20 lbs., lifting of light boxes and office material
Vision: Close concentration; constant viewing/use of computer screen
Mental Demands: Decision-making, interpret, analyze, and problem solve
Environment: Hybrid work environment (normal office/school and home-based office)

I have reviewed the essential functions, knowledge and skill requirements, and physical/mental environmental demands of this position. By my signature below, I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodations.

Print Name

Signature

Date