

Position Title: Program Assistant-TaC

Code:

Department: ECSES

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

Reports to: Program Supervisor

Date: October 2025

PURPOSE OF POSITION:

Responsible for performing necessary clerical and administrative tasks for the Training and Consultation Team program supervisor and team members.

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***
 - ***embody the IU13 Keys to the Culture***
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1. Screens telephone calls, emails, tickets, etc. for TaC program. Answers routine questions from internal and external stakeholders. Uses good judgment to determine when Program Supervisor or TaC team members need to be consulted or informed about pertinent information and emergency situations.
 2. Stays current with important dates pertaining to TaC program, including but not limited to: meetings with IU and district personnel, trainings, orientations, site schedules etc.
 3. Processes contractual obligation calendars, time sheets, mileage and service forms.
 4. Schedules interviews, meetings, and staff observations for supervisor and requests room reservations. Responsible for keeping supervisor's online calendar updated. Assists supervisor with processing state grants for program.
 5. Organizes and coordinates elements of all internal and external events offered by the TaC team including marketing flyers, registration, participant materials, and room set-up as needed.
 6. Maintains up to date technical skills including but not limited to: SharePoint, MFP's, Frontline, Zoom, Microsoft Teams Google and Microsoft 365 as required for position. Provides technological support for team members including but not limited to, presentation slides on Google or PPT, forms, marketing flyers, etc.
 7. Assists in designing and managing processes for obtaining, storing, and sharing TaC services information.
 8. Adheres to the established work schedule through regular and consistent attendance.

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

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9. Proactively works as a team member to solve/assist with problems, issues, and opportunities.
10. Gathers data and creates reports to fulfill internal and external requests/obligations.
11. 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.
12. Performs other duties as assigned or requested by Program Supervisors.

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:

High school diploma or GED and minimum of 2 years relevant experience.

Excellent organization, interpersonal communication and time management skills required. Proven experience utilizing technology in the workplace is required. The ability to work with minimal supervision with attention to detail and accuracy in a fast-paced environment and handle highly confidential information appropriately and with tact and diplomacy.

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 80%
Walk/stand: 20%
Driving to other locations: as may be needed

Lifting: Up to 30 lbs

Vision: Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, and problem solve

Environment: Normal office environment
