



POSITION GUIDE

Position Title: Program Assistant

Code:

Department: Human Resources Services

Group: NISUP, Zone 14

Reports to: Project Coordinator

Date: April 2026

PURPOSE OF POSITION:

Provides accurate and timely program support to assigned Human Resources programs, in a fast paced, detail-oriented, digitally driven environment.

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***
 - ***embodies and promotes the 'Keys to our Culture'***
1. Acts as a Certifying Official in the PA Department of Education (PDE) Teacher Information Management System (TIMS) to process initial and renewal Type 06 Emergency Permits and Classroom Monitor Type 09 Permits for all IU13 staff, contracted Districts, and contracted third parties as well as works cooperatively with the Tech Support and Training regarding other emergency permit needs for IU13 staff.
 2. Supports all aspects of the Classroom Monitor Program in a timely manner, including, but not limited to: monitoring the designated email account, answering phone calls, retrieving and reviewing affidavits, tracking and verifying transcripts, processing permits, and providing the permit to the requestor. Maintains all documentation involved in the Classroom Monitor process to ensure successful annual reporting to PDE.
 3. Supports all aspects of the Guest Teacher Program in a timely manner, including, but not limited to: monitoring the designated email account, retrieving and reviewing affidavits, tracking and verifying transcripts, processing permits, providing the permit to the requestor, updating and processing annual renewals, and supporting Guest Teacher Trainings.
 4. Supports the Project Coordinator with administering the Guest Teacher Training (GTT) program, which includes, but is not limited to, the following: serves as point of contact and regularly communicates with all GTT candidates. Conducts initial review of GTT candidate applications and forwards to Project Coordinator for approval. Receives, tracks, and submits registration payments. Provides support to candidates with online GTT module and Physical/TB and Clearance registration. Initiates and tracks completion of training and documentation requirements. Helps set up and facilitate virtual and in-person GTT session.
 5. Responsible for invoicing Districts/third parties for permit processing fees and tracking payments received.
 6. Receives guest teacher and classroom monitor audit requests from PDE and responds with requested information in an expedient manner to allow for a timely response to PDE.

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

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7. Supports the Project Coordinator(s) with administrative responsibilities, including, but not limited to: invoicing, processing check vouchers, cash transmittals, and event planning.
8. Monitors and processes incoming and outgoing Act 168 forms in a timely manner through the system database and provides prompt customer support services via phone and email to clients that utilize IU13's Act 168 Database system.
9. Completes employment verification requests that do not require verification of income.
10. Monitoring Act 71 and Act 126 completed training certificates, uploading certificates into electronic employee file system, and updating the HRIS system.
11. Answers incoming calls to the general Human Resources Services Department and directs calls to the appropriate personnel, as needed.
12. Provides administrative support to HR Marketplace Services, as directed.
13. Efficiently utilizes and maintains up to date technical skills with various software systems and applications including, but not limited to: TIMS, SharePoint, BusinessPlus, OnBase, Microsoft Office Suite, Frontline Systems, ClubExpress platform, and HR Marketplace programs, including the Act 168 Database.
14. Performs other duties, as assigned.
15. Adheres to the established work schedule through regular and consistent attendance.
16. Proactively works as a team member to solve/assist with problems, issues and opportunities.
17. 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: High School diploma or GED and minimum of 2 years clerical experience; HR experience preferred.

Skills: Excellent organization, interpersonal communication, strong attention to detail and time management skills required. The ability to work in a fast-paced environment and handle highly confidential information appropriately with tact and diplomacy.

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 80 %
Walk/stand: 20%
Driving to other locations: 0%

Lifting: Up to 20 pounds - Lifting of light boxes and office materials

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

Mental Demands: Interpret, analyze, and problem solve

Environment: Hybrid work environment (normal office 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

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