

Position Title: Program Assistant

Code:

Department: Human Resources Services

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

Reports to: Staffing and Employee
Relations Manager

Date: October 2026

PURPOSE OF POSITION:

Provides accurate and timely program support to the Staffing and Employee Relations Team in a fast-paced, digitally driven environment. This includes all employment-related activities from recruitment and onboarding through separation. Additionally, this position would provide administrative support to assigned program projects.

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 our Culture***
1. Supports the Employee Relations Managers (SERMS) through all stages of the recruitment process in a timely, accurate and organized manner. This includes, but is not limited to, opening and closing job postings, placing advertising as requested, communicating with applicants, scheduling and sending interview invitations to interview teams, updating interview teams of any schedule changes, preparing interview materials, administering assessments and sending out requested notifications to candidates.
 2. Under the direction of the SERMS, manages all content for online video interview system including, but not limited to, creating and updating interview templates, scheduling interviews, and troubleshooting interview issues.
 3. Maintains applicant tracking database and job postings in an accurate and timely manner.
 4. Assists SERMS with professional certification tracking for Emergency Permits for Full-Time staff. and assists with processing TIMS credential applications (Level II, Emergency Permits, etc.) in an accurate and timely manner. Responds to basic inquiries from professional staff regarding matters related to TIMS and/or credential application processes and identifies when to elevate their inquiries to management for more involved matters.
 5. Facilitates the Credential of Competency process for staff who need to complete the program within the first 6 months of hire. This includes providing technical support and training to access and complete the training requirement.
 6. Monitors instructional support training hours (20-hour state requirement) for successful completion of required staff by June 30th of every school year. This includes running reports, tracking, communicating with supervisors and SERMS on related issues, and providing technical support and training to staff in the submission of their training hours.

7. Conducts reference checks on identified final candidates in a timely and thorough manner.
8. Attentively assists with the maintenance of electronic HR files and conducts various HR audits as directed. Effectively disseminates interview materials, according to record retention procedures, for both hired and non-hired candidates by uploading interview records to the appropriate digital storage systems.
9. Enters certification and licensure information into HRIS and electronic personnel database. Enters new hire information into HRIS per procedure and uploads new hire forms into the electronic personnel database.
10. Assists the SERMS with monthly New Employee Orientation, which includes the coordination of all correspondence/materials, arranging catering, room reservations and set-up, and greeting attendees.
11. Answers incoming calls to the general Human Resources Services Department and directs calls to the appropriate personnel, as needed. Monitors the HR shared inbox and responds to emails in a timely manner. Additionally, monitors and responds to the HR document drop-off notifications.
12. Assists and serves as a back-up to other HR Program Assistants for all recruiting and hiring needs.
13. Efficiently utilizes and maintains up to date technical skills with various constantly changing software systems, web applications and virtual communication/meeting platforms, including but not limited to, Business Plus, OnBase, SharePoint, MFPs, Microsoft Office Suite, Frontline, Google Suite, Microsoft Teams, Zoom, etc.
14. Adheres to the established work schedule through regular and consistent attendance.
15. Proactively works as a team member to solve/assist with problems, issues and opportunities and performs other duties as assigned.
16. 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

Experience: Minimum 2 years administrative experience with advanced technological proficiency, School HR experience preferred.

Skills: Excellent technology, organization, interpersonal communication, 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 %

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

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Walk/stand: 20%

Lifting: Lifting of light boxes and office materials

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

Mental Demands: Decision-making, 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