



Program Assistant (SLA BusinessSource) JOB DESCRIPTION

Send cover letter and resume to HR@vsedc.org

Reports To: Senior Program Manager
FLSA Classification: Full-Time, Non-Exempt
Department: VSEDC – South Los Angeles BusinessSource
Location: 1130 W. Slauson Ave, Los Angeles, CA, 90044

Position Summary:

The Program Assistant is the first point of contact for BSC, responsible for providing Administrative support to team members and clients. They must possess the ability to manage telephone communication external and internal, ensure clients understand the program services onboarding process, confirm eligibility by collecting and verifying sensitive documentation, and redirect clients to alternative services when appropriate.

The Program Assistant also performs clerical work to include copying documents, filing, organizing, mailings and office support functions and will assist in outreach and initiative planning preparation and follow-up as needed. Furthermore, they are responsible for properly entering clients into a CRM (Salesforce), uploading various supportive documents, maintaining multiple databases, and general contract compliance.

Essential Duties and Responsibilities:

- Responsible for the administrative set up of new clients of BusinessSource Center program.
- Function as an administrative support and assistant to the entire BSC team.
- Input client information into Salesforce database program.
- Being knowledgeable of the BSC program operations.
- Assist clients in their applications and making follow-ups on clients missing information.
- Screen telephone calls, make appointments, take messages or refer callers to appropriate sources
- Prepare letter and documents, organize meetings via Zoom.
- Prepare and maintain client records for site visits and audits.
- Assists clients and consultants during virtual training and webinars.
- Attend regularly scheduled staff meeting
- Ability to take the lead on new projects when assigned for the growth of the center
- Other ad hoc duties as delegated by Manager of Government Contracts from time to time not listed above.

Qualifications:

- Minimum two (2) years' experience in an office setting with knowledge of administrative and clerical procedures
- Excellent verbal and written communication skills
- Experience working in a collaborative environment in South Los Angeles highly desired
- Residency in and/or familiarity with the target area and its cultural diversity is also a plus



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- Must have a valid California Driver's License and Liability Insurance and an automobile in good working condition
- Flexible with working hours, including evenings and weekends
- Bilingual/Biliterate (Spanish) is highly desired
- Have strong reading, writing and communication, as well as good customer service skills
- Be adaptable to changing, fast-paced working environments and react well under pressure
- Interact and maintain good working relationships with individuals of varying social and cultural backgrounds
- Demonstrate accuracy and thoroughness; look for ways to improve and promote quality, apply feedback to improve performance, and monitor own work to ensure quality performance
- Exhibit great organizational skills and ability to meet deadlines and follow through

Other Requirements:

- Must pass a criminal background check (Live Scan fingerprinting) prior to first day of employment.
- Must have access to reliable transportation and arrive at worksites at a scheduled time consistently.
- If applicable, will be required to provide proof of current California driver's license, acceptable driving record (current DMV H6 printout) and current liability auto insurance.
- Completion of other required training (i.e., worker's compensation, training against harassment, etc.) when assigned.

Education/Experience:

- High School Diploma or equivalent
- Minimum of 2 years college preferred

Language Ability:

- Ability to read and comprehend the English language to follow instructions, prepare correspondence and memos.

Reasoning Ability:

- Ability to apply common sense understanding to carry out detailed written or oral instructions.



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Computer Skills:

- To perform this job successfully, an individual should have knowledge of Microsoft Office especially MS Word and MS Excel.

Certificates and Licenses

- No certifications or licenses needed

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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Physical Demands:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 10 -20 pounds. Specific vision abilities required by this job include Close vision and Distance vision. While performing the duties of this Job, the employee is regularly required to sit, speak, or listen. The employee is frequently required to use hands to type, hold, open doors, i.e., typical everyday tasks. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl.

I acknowledge that the above job description is an outline of what is expected of me and it is not all inclusive. Management has the right to change, alter or add additional projects, duties, and/or tasks according to the needs of the organization with or without official updating.

Employee Acknowledgement _____ Date: _____

Supervisor Acknowledgement _____ Date: _____