



Program Assistant ATT CLC JOB DESCRIPTION

Reports To: Program Coordinator (TTC)
FLSA Classification: Part-Time, Non-Exempt
Department: General Administration
Location: BEC - 6109 S. Western Ave, Los Angeles, CA 90047

Position Summary:

Vermont Slauson Economic Development Corporation (VSEDC) has partnered with ATT to establish the ATT Connected Learning Center (ATT CLC). The ATT CLC provides the community with a safe space to use a computer at no charge. As a Program Assistant for the ATT CLC, you will establish a rapport with the South Los Angeles community by welcoming and assisting all visitors in need of computer use. You must be friendly and patient. You will oversee day-to-day scheduling and sign-in responsibilities for the ATT CLC. You will be the point of contact in assisting visitors with the navigation of the computers. You will represent VSEDC and ATT in a professional manner at all times. You are solutions-driven, have a practical mindset, and exercise excellent judgment with a service orientation.

Essential Duties and Responsibilities:

- Greet visitors and determine their needs
- Assist visitors with logging in and navigating the computer software, printing, etc.
- Provide visitors with hours of operation
- Work independently
- Create needed signage; sign-in sheet, cleanliness rules, etc.
- Maintain a safe, clean, positive work environment in the office
- Maintain inventory of equipment issues and report to Facilities
- Assist with other related clerical duties as needed

QUALIFICATIONS:

- A minimum of 1 year of relevant work experience
- Proficiency with computer software; Microsoft suite (Outlook, Word, Excel, PowerPoint)
- Proficiency in navigating the internet
- Proficiency in Zoom
- Articulate in speech and written communication
- Ability to use office equipment, including copiers/scanners etc.
- B.A. degree preferred, but not required
- Excellent organizational and time management skills
- Strong interpersonal skills
- Ability to stand for extended periods and move throughout the office

DETAILED OUTLINE OF QUALIFICATIONS

Qualifications:

To perform this job successfully, an individual must perform each essential duty satisfactorily. The requirements listed above represent the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.



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Education/Experience:

- College Degree preferred, but not required
- Fluent in Spanish preferred, but not required
- Minimum one (1) year experience working in an office setting

Supervisory Experience:

None Required

Language Ability:

- Strong reading, writing, and communication skills; possess thorough knowledge of laws, regulations, and guidelines related to confidentiality and mandated reporting. Fluency in Spanish is preferred. High-level emotional intelligence as well as social skills and good customer service skills

Math Ability:

- Basic math skills required.

Reasoning Ability:

- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- 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 excellent organizational skills and ability to meet deadlines and follow-through

Computer Skills:

Proficient in MS Office Suite (Word, Excel, PowerPoint). Understand how to navigate the internet for research projects and navigate positively on various social media sites. Ability to attach documents and files to emails.

Certificates and Licenses:

- CPR/First Aid – Training provided by VSEDC



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Work Environment:

Characteristics described here represent those 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. The noise level in the work environment can be moderate at times. Must possess the ability to work in a fast pace environment. Must be highly organized and detail-oriented.

Physical Demands:

There are physical demands required in this position.

At times may be standing for up to one hour at any given time, some walking. Ability to lift file box weighing between 15 to 40 pounds.

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

Employee Acknowledgement _____ Date: _____

Supervisor Acknowledgement _____ Date: _____