POSITION GUIDE

Position Title:	Program Assistant	**Code:**	
Department:	Human Resources Services	**Group:**	NISUP, Zone 14
Reports to:	Project Coordinator	**Date:**	November 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.
2. Supports all aspects of the Guest Teacher Program and Emergency Permit Program in a timely manner, including, but not limited to: initiating the renewal process via email, monitoring the designated email account, retrieving and saving affidavits, tracking and verifying transcripts, processing permits, providing the approved permit to the requestor, and maintaining tracking spreadsheet to successfully manage all processes and billing information.
3. Annually, prepares for the Emergency Permit renewal process by updating all forms and websites, including SharePoint sites, Google sites, and Wufoo forms. Annually prepares for the GTT Program by updating the job posting and SharePoint sites; updates Wufoo form prior to each scheduled session.
4. Responsible for invoicing Districts/third parties for permit processing fees and tracking payments received monthly and annually.
5. Receives emergency permit audit requests from PDE and responds with requested information in an expedient manner to allow for a timely response to PDE.
6. Processes PDE 338V Forms, which includes collecting all information from Districts worked, obtaining Good Moral Character reference from said Districts, and preparing the form for the Executive Director's Signature.
7. 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 if applicable, 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.

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8. 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, schedules interviews, and conducts reference checks. Receives and tracks all aspects of the recruitment process, including registration payments, pre-employment requirements, and mandated trainings.
9. Assists with facilitating the in-person and virtual GTT sessions, including reserving rooms, ordering catering, preparing packets, and presenting PowerPoint to ensure the training day is successful.
10. Communicates with GTT applicants and tracks all required paperwork to ensure necessary documents are received. Shares complete Guest Teacher files with Districts and contracted third parties in SharePoint. Initiates payroll paperwork for Guest Teachers that elect to be IU13 substitutes and prepares new hire file for the Recruiting & Hiring Team.
11. Supports the Project Coordinator(s) with administrative responsibilities, including, but not limited to: invoicing, processing check vouchers, cash transmittals, and event planning.
12. Monitors outgoing Act 168 forms in a timely manner through the system database by contacting prior employers and prospective employees as needed to ensure due diligence in complying with the Act 168 mandate. Prepares incoming Act 168 forms for the Program Director to finalize and sends completed forms to requestor, if applicable. Provides prompt customer support services via phone and email to clients that utilize IU13's Act 168 Database system.
13. Monitors Act 71 and Act 126 completed training certificates, uploads certificates into electronic employee file system, and updates the HRIS system. Assists with troubleshooting user access issues related to Panopto/TAM.
14. Ensures completion of the Act 126 training requirement within the 30-day deadline for newly hired staff by tracking completions, emailing reminders, and notifying appropriate staff of non-compliance.
15. Provides the payroll department, for each pay period, with training video views for newly hired staff that meet the guidelines to receive compensation for completing the Act 126 training outside of the workday.
16. Answers incoming calls to the general Human Resources Services Department and directs calls to the appropriate personnel, as needed.
17. Provides administrative support to HR Marketplace Services, as directed.
18. 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, and HR Marketplace programs, including the Act 168 Database.
19. Performs other duties, as assigned.
20. Adheres to the established work schedule through regular and consistent attendance.
21. Proactively works as a team member to solve/assist with problems, issues and opportunities.
22. 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 functions vary by assignment and depend on the specific unit functions for which the employee is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education: High School diploma or GED and minimum of 2 years clerical experience; HR experience preferred.

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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

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