

SkillSource
309 East Fifth Avenue
Moses Lake, WA 98837
509-766-6300
WA Relay 711

Job Description

TRAINING ASSISTANT

POSITION: Training Assistant

AREA: Grant and Adams Counties

OFFICE: Moses Lake, Washington

SALARY RANGE: \$16.25 - \$20.45 Per Hour

CLASSIFICATION: Full Time Non-Exempt Employment

NORMAL WORKING 40 hours per week. May include occasional scheduled evening hours.
Employee will follow SkillSource employment guidelines and procedures.

IMMEDIATE SUPERVISOR: Youth Training Manager

POSITION SUMMARY:

The Training Assistant is responsible for assisting Trainers in providing a range of employment and job training services to agency customers. These services include, but are not limited to, recruiting program customers, collecting eligibility documentation, assessing skills and barriers, instructing workshops/seminars, and entering and maintaining customer records in multiple management information systems. The Training Assistant is also responsible for assisting with and/or providing clerical support to staff and agency customers. Additionally, the Training Assistant works with minimal supervision and self direction to complete established goals and objectives.

ESSENTIAL FUNCTIONS

- Regularly communicates and interacts with various agency customers including at-risk youth, adults, dislocated workers and other populations with significant barriers to employment.
- Assists Trainers with customer recruitment and SkillSource and WorkSource system services promotion; Assists with and/or facilitates orientations and communicates SkillSource service information in individual and/or group settings. Refers customers to other resources and services. Attends outreach events to promote SkillSource services and recruit customers.
- Presents and explains application process to customers in groups and/or individually; Applies appropriate federal, state and local guidelines when collecting documentation and recording customer information for program and/or services; Gathers and compiles eligibility documentation and develops an initial file on each customer; Coordinates and schedules initial interview appointments with Trainers; Communicates information on local complaint resolution policy and equal opportunity to all customers.

- Assists Trainers with customer skill, interest and aptitude assessment administration, evaluation and interpretation.
- Assists Trainers with information collection to develop the customers' individualized employability and career plan that provides for needs such as occupational/aptitude testing, training, supportive services.
- Provides clerical support to Trainers and Instructors by maintaining up-to-date files on students, tracking attendance/progress records, organizing classroom and workshop materials.
- Assists Trainers with customer and employer workshop research, planning and delivery; Assists Trainers with workshop training aid selection and/or development and distribution; sets-up and operates audiovisual equipment.
- Consistently enters and maintains customer data in multiple management information systems and web-based applications; operates several computer applications; word processes documents; prepares and generates reports and other documents such as certificates, awards, student transcripts, workshop reminders, and letters as needed.
- Assists with and/or performs general office duties which include, but are not limited to; answering phones, greeting customers, ordering/maintaining supplies, troubleshooting office machines, making copies and packets, and opening/closing the office.

NON-ESSENTIAL FUNCTIONS

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

1. High School Diploma or GED
2. One year of clerical or office education including data entry, computer applications and word processing. One year of office or classroom related work experience may be substituted for education.
3. A valid vehicle driver's license, access to reliable transportation, automobile liability insurance as required, and willingness to travel at approved mileage reimbursement rate.
4. Willingness to work some evenings

OTHER QUALIFICATIONS

1. Strong verbal and written communication skills.
2. Ability to develop positive relationships with youth, adults, local businesses and staff.
3. Strong organizational and time management skills.
4. Ability to learn quickly and multi-task.
5. Ability to work in a fast-paced, time sensitive environment with attention to detail and accuracy.
6. Ability to speak Spanish strongly preferred.

SkillSource is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.