



The ACADEMY

South Bay Regional Public Safety Training Consortium

560 Bailey Ave. San Jose, CA. 95141 408 229-4299

Instructional Services Staff Assistant

Job Announcement

SALARY – Range 74

\$4,703 - \$5,717 Monthly

DEFINITION

A Staff Assistant performs a wide variety of complex and specialized office support tasks associated with instructional programs at the Consortium's multiple training sites; also assists the Instructional Services Coordinator with tasks as assigned.

ASSIGNMENT

General assignment is 40 hours per week; 8:00 am – 5:00 pm Monday through Friday. The position may be assigned to any of the Consortium training sites which include San Jose, Monterey and San Mateo. The primary work site is located at Coyote Valley Educational Center in San Jose. Travel between consortium locations could be required as necessary. This position reports directly to the Instructional Services Coordinator.

DISTINGUISHING CHARACTERISTICS

The position requires strong organizational skills, comprehensive computer knowledge with an attention to detail. The successful candidate should also possess strong communication skills and the ability to interact positively with the public.

EXAMPLES OF DUTIES

Depending on assignment, duties may include, but are not limited to, the following:

- Perform receptionist duties to include answering and screening calls, greeting visitors, and referring inquiries as appropriate.
- Take reservations for Consortium classes utilizing computer software applications.
- Assist Consortium and instructional staff with specialized office support work.
- Prepare and update a variety of reports, which may require the use of arithmetic calculations, problem-solving skills and independent analysis.
- Establish student files and maintain confidential student and employee information.
- Handle cash transactions, payments and issue receipts.
- Score tests, post grades, and other related duties as assigned.
- Perform office support activities such as processing mail and instructional course material, provide course support including data input, contacting agencies, working with students and other related duties.
- Assist in registration of students and perform instructional support functions at various locations where courses are delivered.
- Work with the public and provide quality customer service.



A Consortium of Community Colleges Dedicated to Innovative Public Safety Training

<http://www.theacademy.ca.gov>

- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- The English language to include proficient skills in spelling, grammar, punctuation and vocabulary;
- Proficient in contemporary office methods, procedures and equipment, including personal computers, software applications, word processing, spreadsheets, etc;
- Editing, proofreading and writing techniques;
- Business math computations and basic business data processing principles.
- Principles of positive Customer Service/Relations.

Ability to:

- Work independently without close supervision, as well as accept direction from supervisor and others;
- Work with Microsoft-based applications or demonstrate skills to learn applications quickly; including Microsoft Word, Excel, Access and other proprietary software applications;
- Understand and implement the dynamics of team work;
- Present a professional and positive image in the work environment;
- Research, write, edit and proofread accurately;
- Analyze situations carefully and adopt effective courses of action;
- Handle sensitive matters with diplomacy and tact;
- Maintain confidentiality pertaining to students, employees and instructors;
- Operate a calculator, micro computer, fax machine and other office equipment;
- Keyboard at a sufficient rate (approx. 65 wpm) to meet the needs of the job;
- Work with a significant degree of independence in carrying out assigned duties and schedule work to effectively meet deadlines and time schedules;
- Establish and maintain effective working relationships with staff, students, outside agencies, media representatives and the general public;
- Communicate effectively both orally and in writing;
- Organize, prioritize and coordinate work activities.
- Demonstrate flexibility in a dynamic a fast-paced work environment.
- Satisfactorily pass a criminal history/fingerprint background check.
- Acquire and maintain a valid California Driver's License

EXPERIENCE AND EDUCATION

The qualified candidate must possess a combination of experience and education likely to demonstrate that they possess the required *knowledge* and *abilities* listed above. A typical way to obtain the *knowledge* and *abilities* would be through the educational equivalent of a high school diploma and two years of office support experience, or possession of an AA degree with some lesser period in an office support staff capacity.

BENEFITS:

This is a full-time salaried position with 19 paid holidays, 15 paid vacation days, and 12 sick days accumulated annually. The Consortium offers Medical, Dental, Vision plans to employees and dependents. The Consortium Retirement Plan (457b) is competitive (but not PERS/STRS) with a 6% Consortium Retirement Plan Match.

SALARY:

Anticipated Hiring Range: \$4,703/month - \$4,938/month

Salary Range 74: \$4,703/month - \$5,717/month (Step A – Step E)
\$56,436/annual - \$68,599/annual (Step A – Step E)

APPLICATION REQUIREMENTS:

Applications meeting required qualifications will be forwarded to the interview committee. It is the responsibility of the applicant to submit all application materials as a complete package by the closing date. Applications will not be considered unless the package includes the following required documents:

- Completed job application (available at www.theacademy.ca.gov)
- Resume listing education and experience
- Brief personal statement describing training, experience and qualifications
- Unofficial transcripts demonstrating minimum educational qualifications (Official transcripts required at time of job offer)

CANDIDATES MUST ASSUME ALL TRAVEL COSTS IF INVITED TO INTERVIEW FOR THE POSITION.

Racial/ethnic minorities, women, persons with disabilities and Vietnam veterans are encouraged to apply for all positions. We are an equal opportunity employer and in compliance with Title IX and Regulation 504. The successful candidate must provide the required documents of identity and authorization to work and attest he/she is authorized to work in the United States. We are unable to return or duplicate application materials.

Submit application materials to:

Jeff Barton, Fire & EMS Program Manager

560 Bailey Ave.

San Jose, CA. 95141

Phone 408-229-4223

Email: jbarton@theacademy.ca.gov

Closing Date: UNTIL FILLED

South Bay Regional Public Safety Training Consortium is an Equal Opportunity Employer committed to nondiscrimination on the basis of ethnicity, race, color, language, accent, immigration status, ancestry, national origin, age gender, religion, sexual orientation, transgender, marital status, veteran status, medical condition, and physical or mental disability consistent with applicable federal and state laws. Reasonable accommodation will be provided for applicant with disabilities who self-disclose.