

Program Assistant

Fall 2017

THE POSITION

ALTRANS is accepting résumés for a multi-faceted and motivated individual who is excited about providing direct management support for a variety of projects and programs.

COMPANY BACKGROUND

ALTRANS has been engaged in alternative transportation consulting/management, and trip reduction services for over 25 years. Visit ALTRANS.net to learn more.

ASSIGNMENT & COMPENSATION

Status: Full Time; 40 hours per week.

Daily Scheduled Hours: 9:30am-6:30pm, Monday-Friday.

Office location: North San Jose, 880 at Brokaw

- \$25.00/Hour, based on experience
- Generous medical coverage reimbursement
- 1.5x Holiday pay.
- Elective 401(k) plan with 4% match
- Mobile phone service reimbursement
- Competitive PTO, sick and personal leave benefits

DESIRED SKILLS

Education & Experience

AA or higher from accredited school and/or transferrable experience. 2+ years in a role supporting business administration staff.

General/Administrative

Well-rounded skill set; can provide management support in a broad range of contexts.

Process client and vendor paperwork.

Perform general office work; answer phones, filing, open and distribute mail, forward emails and faxes to the correct department, order supplies, maintain office equipment.

Provide assistance to company administrators and managers.

Picking up or delivering supplies to local vendors or storage location.

Technical

Demonstrated knowledge of and experience in preparation, development and maintenance of records and documents.

Well versed in Excel and Word, data entry.

Strong ability to proof, manipulate document layout, create documents for varied applications.

Follow up and follow through on relaying client concerns to management.

Assist with specific projects as needed.
Provide detailed research on specific programs and projects.

Problem Solving/Research

Ability to use intuition and reasoning to solve problems.
Level headed; prioritizes tasks appropriately; deals with unforeseen circumstances with calm and positive attitude.
Ability to keep working without direct supervisor input.

Management

Manages time and resources well to solve problems quickly and efficiently.
Effectively manages workspace; keeps a clean and organized office
Understands the importance of managing data safely and securely.

Interpersonal/Support

Support oriented; can identify needs of team members and offer support where most needed.
Initiate and follow-up with phone and e-mail contact with peers, clients, and others.

Personality/Character

Excellent interpersonal and communication skills; professional demeanor and verbiage.
Establish goals and accomplishments to improve and enhance career growth.
Outgoing; cheerful; courteous; friendly; mindful of others.
Honest; holds personal integrity, the value of one's word, and hold work ethic in the highest regard.

Customer Service

Provide customer and client support via phone and online.

APPLICATION AND SELECTION

Submit cover letter, résumé and the following questionnaire to jobs@altrans.net

1. Summarize your relevant job experience as it relates to the "Role Description" and "Desired Skills" portions of the job posting.
 2. Describe in detail the most critical support function you have provided and why it was critical.
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