

## Position Summary

Join a mission-driven team dedicated to strengthening communities across Southern Georgia. The Program Assistant plays a key role in supporting WIOA-funded programs, delivering strong participant service, maintaining accurate data and file systems, and helping the region meet program performance goals. This role is entry-level friendly and provides a strong foundation for growth in the workforce development field.

## Key Responsibilities

- Review and verify WIOA applications for eligibility and documentation requirements.
- Enter, update, and maintain participant data in the WorkSource Georgia Portal and other workforce systems.
- Assist in evaluating and processing training provider invoices, supportive service documentation, and participant cost tracking.
- Prepare required reports, data summaries, and documentation for Adult, Dislocated Worker, and Youth programs.
- Provide responsive technical assistance and communication to service providers, partners, and participants.
- Assist with contract updates, meeting logistics, agendas, and document preparation.
- Maintain organized electronic and physical file systems in compliance with federal and state standards.
- Support job fairs, outreach events, orientations, workshops, and partner meetings.
- Perform other duties to support workforce development services as assigned.

## Required

- High school diploma or equivalent; postsecondary coursework preferred.
- 0–2 years of relevant work, internship, or volunteer experience in administrative, customer service, or program support roles.
- Strong computer skills with Microsoft Office; ability to learn new software and workforce data systems.
- Excellent written, verbal, and interpersonal communication skills.
- Strong organizational skills, attention to detail, and ability to manage multiple tasks.
- Ability to maintain confidentiality and follow federal documentation guidelines.
- Valid Georgia driver's license or ability to obtain one.

## Preferred

- Experience in workforce development, human services, case management, or related fields.
- Familiarity with WIOA programs, contract processes, and workforce data systems such as the WorkSource Georgia Portal.
- Experience with participant support, outreach activities, or event coordination.

## Skills That Make You Stand Out

- Strong organizational and multitasking abilities.
- High attention to detail in reviewing files, data entry, and documentation.
- Ability to provide excellent customer service to participants from diverse backgrounds.
- Team-focused approach with the ability to work independently when needed.
- Adaptability and willingness to learn new processes, systems, and compliance standards.

## Work Environment

Primarily office-based, with occasional travel to meetings or training sessions. Regular hours are Monday-Friday, 8:30 am – 5:00 pm.

After the successful completion of the probationary period, employees in this position may be eligible for limited flexible work options based on performance, program needs, and supervisor approval.

Options may include:

- Hybrid/Remote work on a part-time basis.
- Flexible work scheduling, such as adjusted start/end times.

These options are not guaranteed and may be modified or discontinued at any time to ensure effective service delivery and program compliance.

## Position Details

- ☐ Full-Time                      ☐ Part-Time                      ☐ Intern                      ☐ Contractor
- ☐ Exempt                      ☐ Non-Exempt

Monday	Tuesday	Wednesday	Thursday	Friday
8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm

## Equal Opportunity/Affirmative Action

The Southern Georgia Regional Commission is an Equal Opportunity/Affirmative Action employer. We provide equal employment opportunities without regard to race, color religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable federal, state or local law.

*I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. All information contained herein is merely an attempt by the Southern Georgia Regional Commission to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time*

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Employee Signature

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Date

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Supervisor Signature

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Date