



**PARTICIPANT SERVICES ASSISTANT**  
JOB DESCRIPTION

The Participant Services Assistant is responsible for providing standard administrative, technical, production services and information to support Project QUEST participant services. The incumbent will act as a center of information for participants, visitors and telephone inquiries. The Participant Services Assistant will report to the Director of Participant Services.

The duties of this position include:

1. Answering and directing phone calls to Project QUEST.
2. Announcing calls to appropriate staff member. (Announcing calls with the full or complete name of call and/or when appropriate, the name of the organization or company the caller is with.
3. Accurately recording and distributing messages via Microsoft Outlook or directing calls to voicemail when appropriate.
4. Greeting and receiving all visitors to Project QUEST. Announcing visitors and appointments to the appropriate staff member.
5. Providing information on QUEST training opportunities and institutions servicing those training programs. Providing entry-level requirements and application procedures.
6. Assisting applicants and participants complete requisite forms. Entering and updating data in the Apricot.
7. When needed will receive, review, and verify data for all Project QUEST applications and then accurately entering new applications into Apricot. When needed will prepare file folders for all new applications to be forwarded to the Participant Experience Team.
8. Scheduling/rescheduling applicants for QUEST Information Session (QIS), Testing, Assessments, Certifications, and Final Interview Appointments.
9. Mailing or faxing information on the program in response to telephone requests.

10. Keeping the reception area and Legacy Conference Room clean and in good order at all times.
11. Perform general office support functions, including compiling and submitting office supply orders, contacting service agents for office automation machinery (photocopiers, telephones, etc.), and managing incoming and outgoing mail.
12. Assisting with presentations, graduations and orientations. Preparing flyers, invitations, graduation programs and signage.
13. Performing other office clerical and administrative duties as assigned.
14. Will assist with recruiting activities to include: fairs, canvassing, and presentations to community agencies.
15. Maintaining a professional appearance.
16. Verifying and documenting initial job placement of participants in accordance with Project QUEST, federal, state, and local policies. Preparing and forwarding coding sheets as required to appropriate Participant Services staff.
17. Other duties as assigned.

**PREFERRED QUALIFICATIONS:** Associate's degree in office system technology or related field or five years experience working in a multi-functional environment. Strong oral and written communication and interpersonal skills; strong organizational and administrative skills with a keyboarding speed of 50 WPM. Must be able to maintain the confidentiality of information. Strong knowledge of personal computers including data entry with working knowledge of Microsoft Word and Excel is highly desired.