



Training Administrative Assistant

Agency Overview

Founded in 1889, Felton Institute (formerly Family Service Agency) is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, the elderly, and individuals who are disabled, thus improving the quality of life for all San Franciscans.

Program Description

Named for Kitty Felton, pioneering founding director; the Felton Institute (FI) strives for Excellence in Clinical Training. FI provides intensive clinical training in evidence-based treatments to address the most complex mental-health issues of today. FI serves as the central resource in the implementation of evidence-based practices in every element of our service delivery, to maximize client recovery. Drawing on the nation's best teachers and clinicians, in many cases FI are taught by the very professors and clinicians who developed the original treatment methods.

Job Description

This is an entry-level, temporary contract position at part time (80%) which may lead to a staff position and is responsible for the administrative duties for the Felton Training Division. The Training Administrative Assistant will assist with training logistics for all onsite and remote training as needed (which may include some travel.) Primary responsibilities include data entry, record keeping, replication of training materials and compiling training packets, some assistance with basic AV set up and basic technical support for presentations in house as well as remotely may also be needed (plugging in laptop and projector.) In addition, this person will perform a variety of skilled administrative and clerical duties directly related to program activities. These include maintaining multiple calendars and entering data into databases, preparing routine correspondence, providing customer service to training attendees, Felton Institute employees, and training faculty via phone and email, and occasionally assisting with logistics for program events. Additional duties may be assigned as needed.

Program Specific Responsibilities

- Update/maintain and manage all training calendars (including scheduling rooms, meetings, and other events.)
- Produce and file all training sign in sheets, evaluation forms, and accompanying documentation.
- Prepare ROE documents for submission to Fiscal Dept with approval by department supervisor.
- Prepare and distribute Certificates of Completion for Trainings (including filing and reproduction of accompanying documentation for record keeping purposes in line with continuing education approval body standards.)
- Maintain office supply/training supply inventory and notify supervisor if orders are needed.
- Send all email reminder correspondence to training staff and participants for events, coaching, and meetings as needed.
- Organize and maintain paper and electronic files as needed by the Training Department.
- Assist with all other clerical needs for Felton Institute Training Department.

Training Support

- Reserve training venues, order catering, and provide travel reservations as needed.
- Coordinate delivery and setup of food for meetings and events.
- Prepare coffee & tea service for meetings and events.
- Ensure meeting rooms are set up as required and reset following events, including clean up if required.
- Assist in scheduling phone and video conferencing.
- Assist in entering data for fidelity tracking in Evidence Based Practice Training.
- Enter data for new training into LMS as needed in support of Training Department (ie. presenter bios, learning objectives, program descriptions.)
- Coordinate with Trainers and department staff to compile all documents/handouts/training materials.
- Manually collect and enter survey data and/or administer online training surveys and compile data.
- Create PDF evaluation summaries for facilitators and management.
- Meet and greet training participants, facilitators, and visitors.
- Provide additional administrative support for trainers and training department as needed.

Other duties and responsibilities may be assigned based on the needs of the department.

Minimum Qualifications

- Minimum of 1 year experience
- Basic Excel, data base, and internet/computer knowledge a must
- Associate's degree or equivalent experience
- Working knowledge of a variety of computer software applications (i.e. Microsoft Word, Excel, PowerPoint, and Adobe Acrobat) or similar database software
- Strong communication skills and very strict attention to detail
- Strong interpersonal skills
- Strong time management skills and ability to meet deadlines
- Ability to prioritize projects and follow through to get work done in a timely manner
- Ability to be a team player with a welcoming attitude at all times

Additional Information

Division: Felton Institute

Reports to: Director of Training

Felton Institute Research and Training

Location: San Francisco

Position: 80% temp to hire