

PROGRAM ASSISTANT I/II

DEFINITION

Under supervision, the Program Assistant I/II performs responsible project and program work at the clerical/administrative support level which includes interpreting and applying department and division policy and procedures and performing related work as assigned. May provide lead direction to other staff and/or direction to volunteers.

DISTINGUISHING CHARACTERISTICS

This is a clerical/administrative support classification that provides support to specific programs and projects as assigned. This classification differs from the Office Assistant class series in that the latter has a larger focus on administrative support duties whereas the Program Assistant I/II's main emphasis is on specific program support duties. The difference is on the preponderance of responsibility areas. If a position provides mostly general office and administrative support duties, then the Office Assistant class series is the proper class allocation, even if the position handles some program support duties. On the other hand, if the preponderance of the duties is related to support of specific programs with some general office/administrative support duties, then the proper classification is Program Assistant I/II.

The Program Assistant I/II is a flexibly-staffed class series. Positions allocated to the I/II level are normally filled at the I level. Advancement from the I to the II level is at the discretion of the appointing authority, provided that the incumbent meets the minimum qualifications and demonstrates the ability to independently perform the full scope of the assigned duties.

Incumbents in the Program Assistant I level usually perform most of the duties required of the position at the Program Assistant II level, but are not expected to function with the same amount of program knowledge or skill level. Assignments are limited in scope and are performed within a framework of established procedures.

The Program Assistant II is the journey level classification in the Program Assistant series. Incumbents are expected to complete assignments with minimal supervision and are given increased responsibility and latitude of judgment to complete assignments. The Program Assistant II works with greater independence of action. This class exercises lead direction over other staff.

The Program Assistant II differs from the Program Assistant I in that the latter classification is the entry level and incumbents receive close supervision.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a department head, management staff, or assigned supervisory staff.

Depending on assignment, may exercise lead direction over other staff as assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS

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

Assists staff and management in coordinating programs, including identifying program needs, setting priorities, suggesting methods, and evaluating existing programs.

Assists in planning and implementing programs and plan of work.

Assists in marketing programs including creating marketing flyers, posts to web site, social media sites, and writing media releases.

Provides a variety of older adult services such as meal, transportation, and other social services programs for other targeted groups.

Performs the more specialized and moderately complex clerical duties in support of the operations and activities of assigned office.

Performs public outreach by coordinating and implementing community awareness programs through education and promotion of program services.

Provides assistance with fiscal operations of the division/department, including but not limited to collecting and recording various fees, fines or other monies, preparing deposits, assisting with budget preparation and monitoring, and preparing financial reports as required.

Supports staff with program support including entering data for reporting purposes.

Assists with handling volunteers, including volunteer screening, training, and records maintenance.

Assists with coordinating various programs and events.

Answers telephone and greets office visitors, providing information, distributing reference education bulletins, directing/transferring calls to appropriate department or individual, and taking messages in the absence of staff.

Receives and processes customer requests for service and logs/tracks activities.

Communicates with other County personnel and other resources as requested.

Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge, skills, and abilities listed in this section are related to the job duties as defined under Distinguishing Characteristics.

Knowledge of:

Pertinent federal, state, and local laws, codes, ordinances, and regulations.

Basic principles, methods, and practices of administration and accounting/fiscal processing.

Modern office practices and technology including recordkeeping and filing systems, receptionist/telephone techniques, customer service standards and protocols, business correspondence writing, and the use of computer and common software packages.

Methods of preparing and processing various records, reports, forms, and other documents related to assigned department/program.

Basic accounting and bookkeeping principles and practices.

Basic principles and procedures of project/program management.

Basic public relations, media relations, and mass communication skills.

Community resources, organizations, and population demographics.

Basic research and report preparation techniques and methods.

English usage, spelling, grammar and punctuation.

Safe work practices.

Ability to:

Communicate effectively and tactfully, both orally and in writing.

Provide varied, complex and often confidential office administrative support to assigned managerial staff.

Assist in the coordination of specific programs and/or projects as assigned.

Interpret and make routine decisions in accordance with appropriate regulations and policies.

Exercise initiative and independent judgement within established guidelines.

Understand and carry out a variety of complex directions in an independent manner.

Perform accounting functions accurately and within established County and industry standards.

Research and compile a variety of general and specialized data and prepare effective and complete required program reports.

Maintain a variety of files and recordkeeping systems.

Organize work, set priorities, and meet critical deadlines.

Facilitate meetings and coordinate public events.

Coordinate and oversee the work of volunteers.

Establish and maintain effective work relationships with those contacted in the course of the work.

TYPICAL WORKING CONDITIONS

Depending upon assignment, work may be performed in a normal office environment. Some assignments may require field work where the incumbent drives on surface streets and highways and may be exposed to traffic and construction hazards, fire hazards, adverse weather conditions, temperature and noise extremes, wetness, fumes, dust, and vibration.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office and field environment. Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties and/or field work; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audiovisual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Program Assistant I

Three years of increasingly responsible clerical/administrative support experience, or two years as an Office Assistant II in Mariposa County. Social, health, or human services program experience is highly desirable.

Program Assistant II

One year as a Program Assistant I or three years in a private or public agency providing services in the implementation of programs.

Education:

High school diploma or GED equivalent, preferably including classes in office or program management, bookkeeping/accounting, and related subjects.

ADDITIONAL REQUIREMENTS:

Possession of a valid California driver's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.