

PROGRAM ASSISTANT

DEFINITION

To coordinate, monitor, and report on various program activities assisting professional staff; assist in administrative work for assigned program areas of a department, division, operation systems and functions; provide technical level support to assigned area; coordinate assigned activities with other departments, divisions, outside agencies, and the general public; perform related work as assigned.

SUPERVISION RECEIVED

Immediate supervision is provided by a management level, professional, or technical staff.

DISTINGUISHING CHARACTERISTICS

The Program Assistant is assigned in a variety of routine to multifaceted work related to program coordination and implementation. This position differs from the Clerical and Analyst series as incumbents with limited work experience may be appointed to the position. Assignments are generally limited in scope and are performed within a procedural framework established by higher level employees. As experience is acquired, the employee performs with less immediate supervision.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Essential

Provide support of assigned programs and functions, providing responsible work as needed to carry out the responsibilities assigned.

Assist in maintaining systems and procedures to coordinate, monitor and report on the program status.

Assist in outreach activities and public relations to provide information about programs including preparation and dissemination of information.

Within established guidelines, assist in interpreting various department rules, policies and procedures of assigned programs.

Research, analyze, and prepare reports on specific requests pertaining to various municipal programs and services.

Provide administrative support including but not limited to filing, recordkeeping, inventory of program supplies and materials, schedule appointments and various program activities, and compile information and data needed for program development and implementation.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Policies and processes of assigned programs.

English usage, spelling and grammar.

Research techniques, sources, and availability of information, and methods of report presentation

Modern office practices, methods, and equipment, including a computer and applicable software.

Basic principles and practices of marketing and outreach activities, public relations and customer service.

Ability to:

Coordinate, organize, and implement program activities and events.

Prepare and distribute publicity materials related to assigned programs.

Prepare analytical staff reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work; be responsive and customer friendly.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year experience performing paraprofessional, routine technical and administrative work.

Education:

Equivalent to graduation from High School. Associate of Arts degree with major coursework in public administration, business or a closely related field, is desirable.

REQUIRED LICENSE:

Must possess and maintain a valid California Driver's license.

PHYSICAL REQUIREMENTS:

The work requires a combination of the following physical requirements depending upon a given task, on a given day: between 3 to 8 hours of sitting and finger dexterity; up to 3 hours of standing, walking, bending, twisting turning, firm grasping, reaching forward or overhead, talking (face-to-face, verbal contact or public speaking) pinch grasping, hand-eye-foot coordination, far vision accuracy; up to 3 hours of carry, lifting or pushing/pulling less than 25 lbs.; 3 to 6 hours of near vision accuracy; up to 3 hours of conversations; up to 6 hours of telephone conversations.

MENTAL REQUIREMENTS:

The work requires a combination of the following mental requirements depending upon a given task, on a given day: abstract variables; interpreting, comprehending and following instructions; detailed, uninvolved instructions; standard problems; simple to complex-reading, writing, and math skills; clerical, synthesizing, coordinating, analyzing, computing, copying, comparing, supervising, serving, setting-up, operating-controlling; performing from simple, repetitive, tasks to varied, complex assignments; maintain work pace, influencing other people, relating to other people, evaluating; generalizing; and responsibility for direction.

WORK ENVIRONMENT:

Work is performed indoors and outdoors; using a computer and other office equipment; working alone; working around or with others.

