

PROGRAM ASSISTANT

JOB PURPOSE AND SUMMARY

Plans, coordinates and administers a specific program within a designated department. Assigned programs typically involve heavy administrative components and require a single incumbent to administer. Responsibilities include project/task planning, design, recommendation, implementation and day to day administration of program responsibilities.

CLASSIFICATION DISTINCTIONS

The Program Assistant is a stand alone job classification. This position has administrative, and often clerical responsibilities within the assigned program, but is distinguished from clerical support positions due to the technical knowledge required for principles and practices utilized on the job, and the discretion and judgment that is exercised to accomplish work objectives. This position will provide technical assistance to management and staff, vendors, citizens and other government agencies. Incumbents employ judgment, discretion and independence in the accomplishment of work and may go for long periods during which there is little contact with the other activities of the department.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Prepares recommendations regarding direction of program.
- Plans, organizes and administers specific program(s), services and activities as assigned program; develops and implements new elements to assigned program.
- Makes recommendations in defining program goals and objectives; recommends methods and means of accomplishing objectives; works within established policies and procedures.
- Researches and analyzes data relating to assigned program, recommends modification of procedures.
- Works within established budgets and contracts with outside agencies and other governmental agencies; works within program guidelines and requirements.
- Prepares reports on program performance, needs, services information and contributes to the evaluation of program performance.
- Coordinates activities with those of other related programs, departments or agencies; works through controversial issues, relying on manager's assistance to resolve significant issues.
- Delegates to or coordinates support staff connected to the program; provides information and possible recommendations to manager if work performance problems arise.
- May assist manager with coordinating and assigning work activities and small projects; monitors workflow; reviews and monitors work products, methods and procedures.

QUALIFICATIONS:

Education and Experience:

Program Assistant positions typically require a job related degree or three to five years of experience related to the specialized area. Depending on area of assignment, a degree may substitute for some or all of the required experience.

Knowledge of: applicable computer applications/technology, principles and practices of public sector organization and some specifics relating to program operations; planning, scheduling, monitoring and problem solving; research techniques and data analysis; budget tracking, justification and control; application of County state and federal laws and regulation relevant to the program/project area; departmental policies and procedures, trends and practices within the specialized area.

Ability to: effectively coordinate, work with others; carry out policy directives of management in an effective and timely manner; establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, and other County staff; communicate and express ideas effectively, orally and in writing.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Incumbents typically work in an office setting. Work involves management of multiple priorities and can involve face to face interactions in stressful or sensitive situations. Most positions involve a high activity level and pace.

Essential tasks include use of the telephone and personal computer, writing, reading, speaking and listening.

Office use: 02/22/02