



POSITION DESCRIPTION
PROGRAM ASSISTANT

GENERAL PURPOSE

Under the general direction of a Program Manager or Program Supervisor, the Program Assistant is responsible for planning, organizing, directing and implementing municipal programs, requiring extensive face-to-face interaction with the public. This is an entry level program position. The Program Assistant performs tasks for municipal program(s) to which assigned, but operational responsibilities are vested with supervisory staff.

SUPERVISION RECEIVED

The Program Assistant may provide lead direction to volunteers and part-time or temporary employees.

ESSENTIAL AND IMPORTANT DUTIES (Illustrative only)

Develops plans for the delivery of municipal services to the public in accordance with the objectives set by the Department Managers or Supervisors. Ensures that necessary staff members and materials are available at the proper time. Locates and oversees the placement of required equipment, supplies, and materials.

Understands municipal service and program objectives and is able to consistently translate those objectives into meaningful service activities.

Exhibits effective leadership and instruction skills in the services and activities for which he/she is responsible. Effectively communicates these skills and techniques to participants, contractors, the public, and staff members.

Evaluates the effectiveness of programs and service activities provided to the public. Solicits participant input to gauge participant reaction to program quality. Uses evaluation results and past program experience to plan new programs. Effectively plans programs that are convenient to users and participants to promote high levels of attendance and facility use.

Trains and provides lead direction to volunteers and other staff members as

assigned. May interview and select volunteers and other part-time staff members.

Accurately collects and maintain statistics, reports, and activity records. Submits timely reports on activities, services, work product and work results. Maintains accurate records.

Prepares for publication a variety of materials for internal and external use regarding the programs, activities and services provided.

Schedules activities, services and programs to which assigned.

Promotes interest and provides information regarding assigned programs and activities to the community, other departments, and the general public.

Keeps current of changing needs within programs and services assigned. Remains flexible in ensuring necessary modifications are made.

Performs a variety of miscellaneous duties such as answering telephones, typing correspondence, running errands, picking up supplies for activities and services, assisting with other City programs and events and providing information to the public.

Performs related tasks as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and techniques of program development, implementation and evaluation.

Principles and techniques of supervision.

Public service programs.

Ability and Skill to:

Plan, implement and maintain the coordination of services and programs.

Instruct, train and provide leadership to staff, volunteers and community.

Maintain accurate records.

Listen, understand, retain, follow, and apply verbal and written instructions and directions.

Communicate clearly and concisely both orally and in writing.

Establish, maintain and foster cooperative working relations with others contacted in the course of work.

Foster team work within the department.

Operate a computer and learn and operate specialized programs such as a data base, calendaring or registration and scheduling programs.

EDUCATION AND EXPERIENCE

Any combination of education, training and experience that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be an AA degree from an accredited college or university plus one-year of full-time job experience in human services, social services, recreation services or customer service.

TOOLS AND EQUIPMENT USED

Personal computer, central data processing mainframe, telephone, 10-key calculator, fax, copy machine, typewriter, printers, postal meters, electronic payment devices, and bill stuffing machine.

PHYSICAL CONDITIONS

Incumbent must have appropriate hand-eye dexterity and corrected vision to operate computer workstation for extended periods of time. Incumbent must walk, sit, hear, speak and lift 25 lbs.

SPECIAL REQUIREMENT:

Positions in this classification independently travel within and outside of City limits to fulfill the assigned duties and responsibilities and must possess a valid California driver's license.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting, but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies and other locations away from the office.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Resolution