

PROGRAM ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under supervision, provides support in the coordination and administration of programs and services such as: youth and adult activities, seniors, special events, library programs and general community services; performs a variety of routine administrative duties requiring knowledge of the assigned program and/or division and its procedures, policies, and operational details; provides information to the public and staff; provides assistance for a variety of assignments related to monitoring of budgets, assisting with contracts, and other administrative tasks; maintains program records and reports; fosters cooperative working relationships with various community resources, public assistance, health, and social services agencies; and performs related duties as required.
Supervision received and exercised
Receives supervision from the assigned Recreation Supervisor, or Recreation Coordinator, or Library manager. May be responsible for providing direction and oversight to temporary staff and volunteers during assigned activities, classes, and special events.
Class characteristics
This is the first working-level class in the programming support class series responsible for providing administrative support, assisting in scheduling and conducting a variety of recreational, educational, library, and/or community service activities and events. The work has technical and programmatic aspects requiring the application of policies, procedures, and regulations and involves regular contact with the public. This class is distinguished from the Senior Program Assistant in that the latter performs more complex administrative and coordinative duties related to the administration of recreation, educational, literacy and/or childcare programs.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Participates in the day-to-day operations of assigned programs and services; plans, coordinates, and leads activities, classes, and special events; sets up and takes down tables, chairs, and equipment for classes, activities, events, and meetings; provides training, orientation, and guidance to program participants, staff, and volunteers.• Serves as a liaison to participants, staff, and community organizations; provides presentations, information, and assistance regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; communicates trends and issues to staff as appropriate.• Acts as a program representative with external organizations to relay or obtain relevant information regarding program activities; coordinates department services and activities with other City departments, staff, and outside agencies.• Serves as back-up for the program supervisor or coordinator in his or her absence.• Prepares, assembles, copies, collates, and distributes a variety of program specific information, forms, records, and data as requested, including packets and other informational materials.• Prepares, reviews, updates, and maintains a variety of program documents, records, reports, and files including updating the website; gathers and compiles information and data for reports; ensures proper filing of copies in program or central files.• Maintains and updates program record systems and specialized databases; enters and updates information with program activity, program information, and report summaries; retrieves information from systems and specialized databases as required.• Composes, types, edits, and proofreads a variety of documents, including forms, memos, and correspondence for program staff; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.• Responds to requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries.• Prepares and processes forms and records, such as requests for payments, purchase orders, invoices, credit card statements, work orders, and timesheets.• Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies program policies and procedures in determining completeness of applications, records, and files.• May register participants, collect payments, deposit funds, and schedule activities or track usage of facilities, as well as ensuring all appropriate paperwork is on file and complete.

- May oversee temporary staff, contractors, and volunteers during special events, classes, programs, and recreational activities including hiring, scheduling, training, and day-to-day oversight.
- Performs related duties as assigned.

Qualifications

Knowledge of

- Division organization, functions, rules, policies, practices, and procedures applicable to assigned areas of work responsibility.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles of business letter writing, record keeping, and file maintenance.
- Principles and practices of data collection and report preparation.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively dealing with community agencies and individuals of various ages, various socio-economic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and City staff.

Ability to

- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, explain, and apply administrative and program policies and procedures.
- Organize, maintain, and update database and records systems.
- Assist with the implementation of education, health, or instructional programs and services suited to the needs of the community.
- Effectively represent the City in meetings with governmental agencies, community groups, and various organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand sensitive cultural and related social problems.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade.
- Two (2) years of experience working in a recreation, community services, library, and/or special education environment as well as administrative support experience. Bachelor's degree in recreation, social services, library services, child care or related field preferred.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- For certain positions in Community Services, ability to obtain American Red Cross First Aid Certificate and CPR Certificate. Must maintain and renew certification per the American Red Cross guidelines.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas and meeting sites, including outdoors, is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard,

typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Employees assigned to gymnastics may be responsible for “spotting” students of up to 125 pounds.

Environmental elements

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work outdoors and are exposed to dust, fumes, allergens, vermin, parasites, or insects.