

SENIOR PROGRAM ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, provides support in the coordination and administration of programs and services in a child care program, youth and adult activities, special events, library programs, and general community services. Performs a variety of difficult and complex administrative duties requiring thorough knowledge of the assigned program, division, and/or City procedures, policies and operational details. Provides information to the public and staff, and responds to and resolves complaints and complex inquiries. Provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects and department programs. Develops, summarizes, and maintains program records and reports. Fosters cooperative working relationships and acts as a liaison with various community resource, public assistance, health and social services agencies; and performs related duties as required.
Supervision received and exercised
Receives general supervision from the assigned Recreation Supervisor, Program Coordinator, or Library manager. Provides technical and functional direction to other staff on a regular basis and when the Recreation Coordinator or Recreation Supervisor is not present. 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 full journey-level class in the programming support class series responsible for providing administrative support, assisting in developing, scheduling and conducting a variety of child care, library and community service activities and events, and assisting in implementing policies and procedures for a child care, library, or community services program. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Recreation Supervisor, Recreation Coordinator, and Library manager in that the latter have overall program development, budget administration, grant writing and administration, and administrative responsibility.
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 planning, development, operations and administration of assigned programs and services, including library programs or child care programs in accordance with the Community Care Licensing Division of the State Department of Social Services; coordinates and leads library and recreational activities and classes; provides, training, orientation, and guidance to program participants and when assigned to child care, may step into the classroom periodically to maintain ratios.• Assists with the administration of state child care food program when assigned to child care.• Serves as a liaison to participants, students, staff, children, parents, and community organizations; provides presentations, information, and assistance regarding assigned programs and services; receives and responds to complex complaints and questions relating to assigned area(s) of responsibility; communicates trends and issues to staff as appropriate.• Acts as a program representative with external organizations including government agencies to relay or obtain relevant information regarding program activities; coordinates and integrates department services and activities with other City departments, staff and outside agencies.• When assigned to community services, performs the duties of the program supervisor or coordinator in his or her absence or of a teacher II if needed to maintain ratios.• 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.
- Performs related duties as assigned.

Qualifications

Knowledge of

- Philosophy, principles and practices of assigned area of work responsibility.
- Basic supervisory principles and techniques.
- 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

- When assigned to child care, assist in the planning and operation of a licensed and state regulated child care program.
- 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 an Associate's Degree from an accredited college or university with major coursework in recreation administration, physical education, library services or a related field, and two (2) years of community program experience related to the area of assignment.
- If assigned to child care, equivalent to the completion of an associate degree or 60 semester units including 24 units of early childhood education coursework OR bachelor's degree or equivalent with 12 units of early

childhood education or child development coursework; six (6) additional semester units of coursework in administration and supervision of child care and development programs; two (2) units of adult supervision coursework; and two (2) years of experience with young children as well as administrative support experience.
Licenses and certifications
<ul style="list-style-type: none">• Possession of, or ability to obtain, a valid California Driver's License by time of appointment.• For positions including oversight of a child care facility, possession of or ability to obtain a CTC-issued Child Development Site Supervisor Permit within one year of employment.• 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. May include extensive walking during field trips. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.
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 may enter classrooms and be exposed to elevated noise levels. Employees occasionally work outdoors and are exposed to dust, fumes, allergens, vermin, parasites or insects. Employees may interact with upset children and/or parents when interpreting and enforcing rules, policies and procedures.