

**Classification Title: Program Assistant**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Provides planning and programmatic support for the daily operations of a program area. Acts as a liaison with other program areas, departments or agencies to ensure effective integration and distribution of information. Investigates and resolves complaints and drafts correspondence and reports.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Assists in the planning and program implementation functions of a department or program area. Coordinates programmatic functions and interacts with departments and outside agencies.
2	S	Conducts research, analyzes data and develops materials and reports. Maintains tracking systems for contracts, vendor arrangements and coordination of special projects.
3	S	Coordinates and may oversee special projects related to the program area. Determines timelines for work completion.
4	S	Implements policy and procedure changes and may make recommendations for improvements. Works with vendors to ensure contract compliance.
5	S	Represents the program, answers questions, researches or resolves issues and informs management as appropriate.

**CLASSIFICATION REQUIREMENTS:**

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Education	Associate’s degree in Business Administration, Office Administration or related field.
Experience	Two years of experience in administrative support.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None.
Reading	Intermediate
Math	Intermediate

CLASSIFICATION REQUIREMENTS	
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing, and scheduling work.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

**PROTECTIVE EQUIPMENT REQUIRED:**

None.