

PROGRAM ASSISTANT 2

CLASS DESCRIPTION

General Responsibilities:

This is highly responsible, advanced-level programmatic support work in a department, division or other independent program unit. Employees in this class support a particular program or programs by performing or coordinating specialized program functions, interpreting and applying programmatic policies and procedures, and performing administrative tasks in support of the program. Employees may supervise a small (2-4) assigned clerical staff and/or assist with supervision of non-clerical staff. Otherwise, employees are responsible for performing a variety of complex program related functions. Employees in this class work under the general supervision of the department, division, or program head. Work is distinguished from a Program Assistant 1 in that a Program Assistant 2 may have direct supervisory responsibility. Otherwise, a Program Assistant 2 may develop operating systems and procedures for the program, as well as have a greater depth of knowledge, independent decision making, and coordination of program activities at a higher level than a Program Assistant 1.

Positions in this classification are not part of a progression series. Rather advancement to a Program Assistant 2 or 3 is dependent on the needs of the department, the specific duties and responsibilities associated with the position, and is normally achieved through a competitive process.

Examples of Duties and Responsibilities:

Perform work consistent with the classification of Program Assistant 1.

Perform a variety of complex, specialized program activities and coordinate the performance of others that are both ongoing and of a special project nature.

Supervise and train permanent and non-permanent clerical staff. Assign, prioritize and control work flow. Participate in or perform hiring, discipline, training, grievance handling and performance evaluation processes. Coordinate clerical support activities and facilitate communication. Assist staff in dealing with difficult situations. Assist higher-level supervisors in assigning work and reviewing performance of non-clerical staff.

Operate as unit Office Manager. Ensure that office systems are operating in an effective, efficient and correct manner. Identify and implement needed improvements. Prepare operating procedures manuals for training and for ongoing use by staff. Develop, implement and monitor office procedures and systems.

Act as liaison with Document Services and Information Technology in regard to the development, improvement, and/or implementation of new computer systems and/or equipment. Ensure that staff receive the training and ongoing support necessary to effectively

use the system. Provide support and problem-solving services to staff relative to software, networking and other computer applications.

Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare reports and related materials independently.

Manage and monitor activities for a major board or commission or several related groups including the preparation of minutes and agenda in the City's Legistar system, scheduling of meetings, acting as a liaison between program staff and appointees, coordinating the dissemination and processing of information and maintaining records.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of administrative office practices and procedures. Working knowledge of English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats. Working knowledge of business math and basic accounting and budgetary practices. Working knowledge and ability to use computer software applicable to the duties of the position. Knowledge of supervisory principles and practices. Ability to prepare finished letters, memorandums, and reports from rough draft, outline or original composition. Ability to gather, organize, review, and report information. Ability to develop operating systems and procedures and to learn technical and administrative program requirements and procedures. Ability to carry out administrative details efficiently and independently and meet deadlines. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to prepare basic financial, statistical and programmatic reports. Ability to make decisions within policy constraints and to interpret complex departmental, City or funding source policies to the general public; the business community; or other special interest groups. Ability to supervise clerical staff. Ability to monitor and budget resources. Ability to perform mathematical calculations and maintain accounting records. Ability to maintain effective working relationships with employees, managers and the public. Ability to communicate effectively both orally and in writing. Ability to maintain adequate attendance.

NOTE: Minimum typing requirements will be identified on a position-by-position basis at the time of recruitment not to exceed 30 wpm.

Additional knowledge, skills and abilities may be required on a position-by-position basis depending on duties to be assigned and will be established at the time of recruitment.

Training and Experience:

Generally, positions in this classification will require:

Four years of responsible clerical support experience that included significant secretarial and administrative responsibilities. Such experience should have included, or been supplemented by, one year of directly-related leadership or programmatic experience. Such experience

would normally be supplemented by secretarial or business courses. Possession of a bachelor's degree from an accredited college or university may be substituted for 3 years of experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills, and abilities necessary to perform the duties of this class will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Physical Requirements:

Work in this position is primarily sedentary, requiring the ability to sit/stand at a desk, work on a computer, and use a monitor for extended periods of time.

| Department/Division | Comp. Group | Range |
|----------------------------|--------------------|--------------|
| Various | 17/20 | 12 |

Approved: _____
Brad Wirtz
Human Resources Director

Date