

## **PROGRAM ASSISTANT 1**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible administrative support and advanced-level secretarial and/or programmatic work in a City department, division or other independent program unit. Employees in this class perform a wide variety of administrative, secretarial, and program support functions including such functions as office management; secretarial services to program head and professional staff; programmatic recordkeeping and reporting; performance and/or coordination of specialized program functions; and/or direct involvement in budget development and monitoring. The work requires exercising considerable judgment and discretion in the interpretation and application of policies and the development of operating systems and procedures. Employees in this class work under the general supervision of the department, division, or program head and may provide direction to limited numbers of permanent and/or non-permanent staff.

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:

Gather, organize and report administrative data, operational information and/or statistical data. Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare routine reports independently.

Provide assistance to professional/technical employees in areas requiring knowledge of departmental programs and operations and/or general administrative expertise.

Collect and organize both operating and capital budget data. Review budget data for consistency with format and past precedents. Make budget projects as directed. Prepare computerized budget document for submission. Ensure mathematical accuracy of all calculations on budget document and correctness of narrative. Prepare additional materials and documentation as necessary.

Review and monitor budget expenditures and distribution of costs to appropriate accounts. Review and monitor revenue and salary savings projects and grant budgets and billings. Prepare related administrative reports and financial analyses and make recommendations.

Operate as unit Office Manager. Perform and/or coordinate all administrative and clerical activities including purchasing, payroll, recordkeeping, liaisons with Document Services and Information Technology, information dissemination, personnel processing and recordkeeping, printing and related functions. Act as unit records manager, coordinate publications and desktop publishing and coordinate the processing of materials to the

Common Council. Oversee, implement, and monitor office clerical and administrative operations, and procedures. Monitor activities and make modifications as needed. Train others in procedures. Oversee other permanent and non-permanent clerical staff as assigned.

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

Maintain budgetary, cost accounting or other fiscal records according to established accounting or program procedures. Establish accounts. Post entries and balance. Prepare periodic accounting, budgetary or related reports as necessary. Audit purchase orders, vouchers expense forms, payroll data, etc. Prepare billings and year-end account close-out reports.

Serve as Secretary to the program head. Draft, review and proof letters for signature. Follow up on assignments made to other staff. Assist in handling confidential personnel and other matters. Perform other related secretarial tasks both for the supervisor and other professional staff as assigned.

Perform specialized program activities such as managing grant or other types of application processes. Provide information and assistance to program participants. Coordinate complex commission, committee, and/or board activities. Perform technical review and evaluate program documents. Collect technical information on-site from participating agencies. Research information and perform other tasks in connection with special projects.

Serve as eligibility coordinator in Housing. Interview families applying for assistance. Collect forms and documents to determine eligibility. Conduct background checks to determine that applicants meet program requirements. Verify citizenship/eligible immigrant status. Conduct verification process and all related calculations. Approve/Deny applicants for housing programs. Manage waiting lists for eligibility, and related documentation. Conduct informal/formal hearings or reviews for applicants/participants as hearing examiner. Prepare related reports.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Working knowledge of office administrative methods, practices and equipment. Working knowledge of English composition, correct punctuation, spelling, grammatical usage and acceptable business letter and report formats. Knowledge of business math and basic accounting and budgeting practices. Ability to prepare finished letters, memorandums and reports from rough draft, outline or original composition. Ability to type (see Note). 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 and statistical reports. Ability to make decisions within policy constraints and to interpret complex department, City or funding source policies to the general public, the business community, or other special interest groups. Ability to perform mathematical calculations and maintain accounting records. Ability to maintain effective working relationship with employees, managers, program participants 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 40 wpm net with 10 or less errors.

Knowledge of various types of software may also be required on a position-by-position basis depending on duties to be assigned.

Training and Experience:

Generally, positions in this classification will require:

Three years of responsible clerical support experience that included significant secretarial and administrative responsibilities involving complex clerical, administrative, and/or accounting systems and procedures. Such experience would normally be gained after graduation from high school supplemented by secretarial, business and/or accounting courses. Possession of a 4 year degree from an accredited college or university may be substituted for the experience requirements. 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 position 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*	11

\*(and 32/06)

Approved: \_\_\_\_\_  
 Brad Wirtz  
 Human Resources Director  
 \_\_\_\_\_ Date