

## **PROGRAM ASSISTANT 2**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible administrative support and advanced-level secretarial, basic program coordination, and staff supervision work in a department, division or other independent program unit. As Office Managers, employees in this class are generally responsible for coordinating clerical and administrative support, supervising a small (2-4) assigned clerical staff and/or assisting with supervision of non-clerical staff, performing and coordinating secretarial functions for the program head, and performing a variety of specific program related functions. The work requires exercising considerable judgment and discretion in the performance, coordination, and/or supervision of a wide variety of administrative support and program activities relating to unit program functions. The work typically involves interpreting, developing and/or applying operating policies, systems and procedures; performing and/or coordinating a full range of standard and complex administrative support functions at least comparable to the Program Assistant 1 level; and carrying out a number of additional program functions which require specialized program knowledge, independent decision-making; and responsibility for specific operating procedures and systems development and communication. Employees in this class work under the general supervision of the department, division, or program head.

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:

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. Perform and/or coordinate all administrative and clerical activities including purchasing, payroll, recordkeeping, liaison 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. 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.

Gather, organize, and report administrative data, operational information and/or statistical data. Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare reports and related materials 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 projections 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 projections and grant budgets and billings. Prepare related administrative reports and financial analyses and make recommendations.

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

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.

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 40 wpm with 10 or less errors.

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 gained after graduation from high school 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