Position Title: Program Assistant	**Job Family:** 5
General Classification: Front-Line	**Job Grade:** 16

Definition: To coordinate, monitor, and report on various program activities to assist professional staff; assist in administrative work for a program area such as risk management, Workers' Compensation, performing arts, grant compliance, etc.; coordinate voice mail and telephone system, security system, and City Hall operations; perform and review routine administrative and budget requests; and do related work as required.

Distinguishing Characteristics: This class is distinguished from classes in the clerical and secretarial series in that the incumbents perform paraprofessional duties of a routine or mildly complex nature in a programmatic area requiring judgment, knowledge of the assigned City program, and interaction with City management, professional staff, outside agencies, and individuals. This class is distinguished from the Administrative Analyst series in that the incumbents focus primarily on the administrative process of a particular program area and little, if any, analytical work is performed.

Receives general supervision from assigned professional and management staff.

May exercise technical supervision in specific program area over other staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Perform complex secretarial support and responsible paraprofessional administrative work as needed to carry out the responsibilities assigned, which may include maintaining and establishing filing and reporting systems, typing and compiling of correspondence and reports, preparation of minutes from meetings, and preparation of case management reports to determine final disposition.

2. Establish and maintain systems and procedures to coordinate, monitor, and report on the program status to which assigned.

3. Review and verify computations involving claims, budgetary items, or other monetary data and filings.

4. Communicate program status to affected parties and educate involved participants as to process and program policies.

5.   Within established guidelines, interpret various department rules, policies, and procedures of assigned program.

6.   Work closely with Program Manager; anticipate potential problems; be aware of sensitive situations.

7.   Establish and maintain a system of monitoring and reporting on the status of the program's revenues and expenditures.

8.   Compile and develop information for special studies and reports from a variety of sources.

9.   Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: City administrative and budgetary processes, requirements, and forms; modern office procedures, methods, and computer equipment; business English, including vocabulary and correct grammatical usage; word processing skills, automated spreadsheet applications, use of computer-based information systems.

Ability to: Meet and communicate effectively with City personnel, including employees, management, and professionals; make decisions regarding routine administrative requests without direct supervision; review budget and expense submissions and revisions for mathematical and accounting correctness; implement data collection and reporting systems for program needs as determined by professional and/or management staff; perform difficult and responsible paraprofessional administrative work as necessary to carry out the assigned responsibilities of each particular program area; communicate clearly and concisely, both orally and in writing; type at a speed necessary for successful job performance.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Three years of paraprofessional work or four years of increasingly responsible administrative clerical experience requiring knowledge of administrative and programmatic processes. Experience in the specific program field is desirable.

Equivalent to the completion of the 12th grade supplemented with college course work in business or office management. An associate of arts degree is highly desirable.

Required Licenses or Certificates: Possession of a valid California Class C Driver License may be required for this position.

Established: January 1994
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HRD/CLASS SPECS
Program Assistant