



## PROGRAM ASSISTANT

### **DEFINITION**

Under general supervision, performs a variety of specialized administrative, clerical, and coordination duties for one or more assigned program areas, in support of a department or division; performs clerical and administrative support for a Commission or City Council including taking minutes and assisting with special projects; assumes ongoing, administrative and clerical responsibilities specific to area of assignment; coordinates assigned programs, projects, and services with other departments, divisions, outside agencies, and the public; preserves confidentiality of sensitive information related to the program area; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Employees within this class perform the full range of duties for the assigned program area. Initially, incumbents learn and perform routine duties related to the assigned program area; as experience is gained assignments become more varied and complex and frequent review of work is less frequent as an incumbent demonstrates skill to perform the work independently. Experienced employees in this classification receive only occasional instruction or assistance as new or unusual situations arise within their assigned program area and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant classification in that the latter provides complex administrative and office support to a department director and/or division manager.

### **SUPERVISION RECEIVED AND EXERCISED**

- Receives general supervision from assigned supervisory or management personnel.
- Provides technical or functional direction over office support personnel, volunteers, and/or part-time personnel, as assigned.
- Exercises no direct supervision over staff.

### **EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

- Performs a variety of office support duties related to the assigned work unit or program.
- Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.
- Prepares, compiles, tabulates and maintains data including databases, various documents, statistical and programmatic operational reports and records for a variety of programs as requested; processes contracts, agreements, claims, ordinances and resolutions as assigned; tracks and monitors city contracts for proper insurance requirements and relevancy, communicates with departments and vendors regarding status and requests for additional information; communicates contract and insurance requirements; maintains citywide contracts database; drafts outreach, marketing, educational and related communication materials; and develops and updates City web pages.
- Supports City Commissions and committees and may provide support to City Council meetings; coordinates and attends meetings; prepares agenda packets and ensures proper public noticing; transcribes and distributes meeting minutes; ensures appropriate follow up on action items; processes and archives historical documents; serves as liaison to commission/committee

members; provides support to special projects or initiatives of the Commission; represents the Commission at public events as required.

- Performs duties in the field related to assignments such as delivering packets of information, meeting with vendors or citizens, inspecting sites or city properties in relation to program or event responsibility, and taking pictures of the community or events.
- Receives applications and various forms from the public; registers participants in programs; schedules appointments; receives and records payments; handles cash and issues receipts as assigned; maintains basic records and processes various forms, applications, permits, or other documents specific to the department or division unit.
- Types correspondence, reports, forms, and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated recordings, or brief instructions, using a typewriter or word processor; composes standard correspondence from brief instructions.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies; and corrects English usage, including grammar, punctuation, and spelling.
- Enters, edits, and retrieves data, and prepares periodic or special reports from an on-line or personal computer system following established formats and menus; creates report formats using programmed software to meet programmatic needs.
- Performs other routine clerical support work as required, which may include, but is not limited to, copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- Assists in monitoring an assigned program budget; tracks or reconciles expenditures; maintains logs and inventories and statistical records; prepares and coordinates accounting records related to contractors, vendors, and other programs.
- Compiles materials for meetings, prepares agendas, and attends such meetings to take summary notes as required.
- Provides instruction and training to new temporary or part-time staff as assigned.
- Represents the City or Commission at community meetings regarding program or event; may occasionally facilitate a task force or community committee meeting in the absence of professional staff; attends various meetings and training as required or appropriate.
- Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- City and assigned department programs, goals, and policies and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic clerical and recordkeeping principles and practices.
- Principles of budget monitoring, business arithmetic, including percentages and decimals.
- Business letter writing and the standard format for typed materials.
- Legal documents, forms, and terminology.

- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Operation, adjustment, and minor maintenance of a variety of photo reproduction, microfilming, micro imaging, and imaging equipment.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs to conduct, compile, and/or generate documentation relevant to the assigned program area.

**Ability to:**

- Compose routine correspondence, and maintain records and databases.
- Plan, organize, and coordinate the work of assigned staff.
- Perform specialized processes, procedures, and office support tasks related to the program to which assigned.
- Perform detailed office support work accurately; organize and maintain accurate files and records; and compose routine correspondence from brief instructions.
- Make accurate arithmetic calculations.
- Read and interpret basic plans, documents, maps, business licensing and permit applications.
- Operate, adjust, utilize, and perform minor maintenance to imaging scanners and personal computers, photo reproduction, microfilming, and various micro imaging equipment.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socioeconomic and cultural backgrounds.
- Understand, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently bend, twist and reach for office equipment or while setting up for meetings; intermittently stand, walk and bend while monitoring events; squat, climb, kneel and twist intermittently when setting up for events or meetings; use simple grasping and fine manipulation; write and use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.

**Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of increasingly responsible experience in clerical and/or customer support similar to an Office Assistant with the City of Citrus Heights.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in business, accounting or a related field.

License or Certificate:

Possession of a typing certificate demonstrating the ability to type 40 wpm net of errors.

May need to possess a valid California driver’s license and proof of automobile liability insurance as required by the position.

**PHYSICAL/SENSORY REQUIREMENTS**

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

<b>File:</b>	Program Assistant
<b>FLSA:</b>	Non-exempt
<b>Created:</b>	03/25/08 – Created as part of “Clerical and Administrative Classification Study”
<b>Revised:</b>	01/05/09 – Added duties regarding support of a Commission and related programs. 10/15/10 – Corrected EEO Language 07/11/11 – Add missing typing requirement 02/05/2020 – Revisions resulting from the Citywide Administrative Support Classification Study. Language added to better clarify the differences between the Administrative Assistant and Program Assistant positions. Removed the 45 wpm typing requirement. 8/31/2020- Updated Template 3/24/2022- Add 40 wpm net errors typing requirement
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