

PROGRAM AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is work which involves organizing and assisting in the implementation of programs, recruiting participants, coordinating their involvement and providing overall support to a program administrator. The work is performed under the general supervision of the program administrator with some latitude for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

Engages with community members and leaders to share program details and objectives, fostering participation;
Responds to inquiries and addresses concerns;
Assists in planning and implementing programs;
Researches programs offered by other municipalities and agencies to identify potential partnerships;
Works with program director to ensure compliance with governmental regulations, guidelines and timetables;
Coordinates with program participants to ensure all forms and applications are completed;
Maintains records, prepares reports and maintains files of programs held, participants, recruits, etc.;
May recruit volunteers and coordinate their activities;
May prepare requests for federal, state or local government grants.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of programs administered by the municipality where employed*; working knowledge of effective customer services principles, practices and techniques; working knowledge of planning, coordinating and monitoring programs; working knowledge of community outreach principles, practices and techniques; ability to plan and organize individual and group activities; ability to collect data; ability to maintain a variety of records and prepare reports; ability to communicate effectively, both orally and in writing; ability to understand written material, especially as it pertains to programs; ability to establish and maintain cooperative relationships with others; ability to use computer programs and applications*.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and two (2) years of paid or volunteer office clerical work experience in an organization (e.g., a business, municipality, political party, school, church, charitable organization, etc.) that involved the responsibility for providing services to the community or a community group (e.g., youths, senior citizens, veterans, etc.), or providing clerical, technical or administrative support for a program as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience); or
2. An Associate's degree or higher.

NOTE: Volunteer work experience must be documented on the Volunteer Experience Form available on the Rockland County Department of Personnel webpage. Part-time volunteer work experience will be prorated in the same way as part-time paid work experience.

*To be demonstrated during the probationary period.

R.C.D.P. (03.01.2016) 11.19.2024

Competitive

(Part-Time is Non-competitive in the Village of Pomona and the Village of Sloatsburg)