

PROGRAM ASSISTANT (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving the responsibility for providing technical and clerical support for a variety of programs and/or projects ensuring that programs run smoothly and efficiently. The specific activities will depend on the area of assignment. The work is distinguished from that of a Program Assistant in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. The work is performed under the general direction of a higher-level administrator and work guidance (e.g., lead work) may be provided to other staff and/or volunteer workers involved in on-going programs. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists in planning, organizing and implementing programs and/or projects by providing support to program staff, ensuring the efficient execution, including monitoring of program activities, gathering information, etc.;

Assists in scheduling meetings, preparing agendas and mailing lists, tracking donations, updating databases, etc.;

Identifies, contacts and investigates public and private resources and evaluates their offerings in meeting the needs of program participants;

Acts as a liaison between contract agencies, program staff and participants by reporting and resolving issues, responding to inquiries, answering questions and disseminating information related to program activities;

Attends and participates in training sessions;

Maintains a variety of records, prepares reports and may collect various types of data;

Utilizes various computer programs and applications for the completion of work assignments;

May perform routine purchasing and payroll-related duties, as needed;

May track program expenditures and ensures that financial records are up to date;

May complete special assignments, as assigned;

May assist in reviewing fiscal records;

May prepare press releases, publicity and outreach materials;

May speak to individuals, groups and organizations about available programs and services;

May follow up with clients to confirm services are being delivered effectively and continue to meet their needs;

May act for program administrator in that individual's absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of programs and services administered by the municipality where employed*; good knowledge of effective customer service principles, practices and techniques; working knowledge of methods used to plan, coordinate and monitor programs; working knowledge of community outreach principles, practices and techniques; working knowledge of business arithmetic; 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 speak and understand colloquial Spanish and to translate into acceptable English; awareness, knowledge and understanding of Hispanic culture and mores; ability to establish and maintain cooperative relationships with others; ability to use computer programs and applications*.

(over)

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and four (4) 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 substantially 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; or
2. An Associate's degree or higher 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 substantially 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.

NOTES:

1. 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.
2. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.

*To be demonstrated during the probationary period.