

PROGRAM ASSISTANT

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 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 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 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

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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.

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.