



CLASS SPECIFICATION

Class Code: 0172
Date Est: 11/1995
Last Rev: 12/2021
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

PROGRAM ASSISTANT

DEFINITION

Under general supervision, provides staff support to a program, division or department; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time experience assisting in program development which included coordinating programs; OR research, development, evaluation and/or revision of programs; OR conducting studies, research, and analysis of administrative and management concerns; OR an equivalent combination of related education and experience.

SUPERVISION EXERCISED

Exercises no direct supervision but may provide lead direction to support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide support to assigned program(s) within a division or department; coordinate and organize associated services and activities; conduct studies, research, and analysis of administrative and management concerns; make recommendations regarding operations, programs, services, and organizational or procedural changes; create and implement new or revised systems and procedures including computer applications.

Conduct, coordinate, supervise and monitor special projects, assignments and activities; collect, compile and analyze information from various sources on a variety of issues related to program(s) in assigned area; write reports which present and interpret data; identify alternatives, make and justify recommendations.

Serve as primary resource for information regarding computer applications for the department, policies, procedures, objectives and operational functions of assigned area(s); interpret regulations, policies and procedures; make decisions requiring specialized knowledge of technical practices and precedents.

Coordinate the purchase and use of software applications, including the training of staff to the new application.

Handle inquiries on the telephone and in person; answer questions and provide information where judgment, knowledge and interpretations are called for; resolve complaints and refer callers to appropriate source(s) as necessary, all while providing exemplary customer service.

Perform a variety of administrative duties for professional and management staff; monitor and initiate new and existing contracts for the division; respond to routine letters and general correspondence; compose letters, memoranda and reports pertaining to standard policies and operations; represent management/program at meetings with other divisions, departments, outside agencies and the general public as assigned.

Coordinate assigned services and activities with other programs, divisions, departments, outside agencies/organizations, the public, and government officials to enhance the effectiveness of assigned area.

Initiate and maintain a variety of resource materials, files, and records (computerized and manual) related to assigned program(s); maintain control files on matters in progress; maintain and update resource materials.

Monitor and assist in the preparation of assigned budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity.

May provide lead direction to assigned support staff including training in proper work methods and techniques, and coordinating and reviewing work for accuracy.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Organizational structure of Washoe County as it relates to programs, activities, and functions of assigned area(s).

Departmental policies, practices, and procedures.

Federal, state, and local laws, statutes, codes, regulations, and standards pertaining to area(s) of assignment.

Terms and acronyms commonly used in the assigned function.

Technology needs of the assigned program(s) and software unique to the assigned area(s).

Ability to:

Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.

Develop and implement effective training programs appropriate to the intended audience.

Acquire, test, maintain, and troubleshoot computer equipment and software for specific departmental applications.

Access and operate departmental computer equipment and software.

Provide lead direction to assigned staff in a positive and effective manner.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, and other evaluation procedures.)*

Knowledge of:

Basic principles of organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Methods and techniques of statistical and administrative data collection and report preparation.

Principles of public and/or business administration.

Ability to:

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Read, interpret, apply and explain pertinent laws, statutes, codes, regulations and standards including administrative and departmental policies and procedures.

Research, compile, tabulate, analyze and interpret data and information.

Perform statistical analysis and other analytical methods and techniques.

Communicate clearly and concisely both orally and in writing, tailoring the message to the intended audience.

Operate a personal computer and use a variety of software packages.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Plan and organize work to meet schedules and timelines.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to work in a standard office environment.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.