

METRO Classification Description

**TITLE: Program Assistant I
 Zoo Program Assistant I**

Class No: 0040; 2041

Bargaining Unit: AFSCME, 3580 (regular or temp, Zoo)

Salary Range: 06N; 101

Established: NA

FLSA: Non-Exempt

Revised: 2007; June 2, 2015

Classification Summary:

Performs a variety of entry-level administrative, technical and/or clerical duties in support of a specific program at Metro. Temporary Program Assistants at the Oregon Zoo perform responsibilities for the program animal care team, including leading activities, coaching participants, direct animal care and husbandry duties, animal training and related records maintenance.

Supervision Received:

Supervision is received from a Program Supervisor or Manager.

Supervision Exercised:

Lead direction may be exercised over volunteers.

Distinguishing Features:

The Program Assistant I classification is distinguished from the Program Assistant II by the performance of less complex tasks and duties primarily clerical, technical and/or administrative in nature under close supervision or clear instruction.

Essential Functions:

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Works closely with public and staff to provide information or services referral for Metro programs and projects. Completes records and reports.
2. Collects, records and evaluates information for special studies, programs and projects from several sources and makes summary reports as required. Sorts and tabulates information and data to assist professional staff in their evaluation of program services or needs.
3. Gathers information from clients, the general public or other departmental staff and personnel of other agencies in order to assess services provided.
4. May assist in the planning and design of new programs, projects and exhibits. Makes presentations to the public, staff and others. At the Oregon Zoo, includes animal-related

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- presentations, including presentations in more formal settings, such as with the media and fundraising events.
5. Schedules and arranges for meetings and appointments in coordination with public or Zoo programs. Provides information as necessary.
 6. Receives and directs visitors and phone calls. Provides information, responds to inquiries or refers to appropriate staff when necessary. Responds to public inquiries via website or mail.
 7. Initiates routine correspondence, reports and other records as required.
 8. Develops and maintains filing system for program fiscal, administrative and general records. Maintains follow-up system on reports or other matters requiring action on a periodic basis.
 9. Develops clerical procedures, routines, information and record-keeping systems. Maintains database information specific to program area.
 10. Organizes and participates in a variety of group activities in order to serve clients or the general public.
 11. May oversee the work of volunteers on specific projects. Trains volunteers as needed.
 12. At the Oregon Zoo, maintains animal care routines, holding areas and related equipment. May prepare animal diets. Completes and maintains related records. Works with a variety of animals, including birds-of-prey and small carnivores.

Secondary Functions:

1. Performs other related duties as assigned.

Job Specifications:

- High school diploma or G.E.D. and one year of administrative and/or clerical work experience;
- Program Assistants at the Zoo require one year of experience working with animals and teenagers and a valid driver's license.
- Any combination of education and experience which would provide the applicant with the desired knowledge, skills, and ability required to perform the job.

Other requirements include, but are not limited to:

1. Knowledge of techniques and procedures used in gathering and evaluating information.
2. Knowledge of record keeping procedures and techniques.
3. Knowledge of interpersonal and public relations principles and techniques.
4. Knowledge of regulations, policies, services and mission of specific program assignment.
5. Knowledge of specific principles and procedures used in program area.
6. Knowledge of basic animal husbandry techniques for small hoof stock and education animals (for Zoo positions)
7. Skill in using a PC and basic office software.
8. Ability to effectively organize work and follow both written and oral direction.
9. Ability to communicate clearly and effectively with staff, the general public and clients.
10. Ability to maintain records, perform basic coding and filing tasks and to assist in effectively providing services to clients and the general public.
11. Ability to provide quality customer service.
12. Ability to work effectively as a team member and to lead and direct the work of volunteers.

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Working Conditions:

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Physical requirements of each position are dependent upon program area to which the incumbent is assigned. Position may require frequent or continuous walking, standing, stooping, talking, reaching, repetitive motions of the hands/wrists, sitting, bending, grasping, handling, and good general hearing. Some positions may require frequent lifting or carrying of up to 50 pounds and pushing or pulling up to 100 pounds.

Positions at the Zoo may require the ability to lift, hold and occasionally restrain the animals or birds within their care. Other requirements may include frequent or continuous walking, standing, fingering, stooping, reaching, talking, repetitive motions of the hands/wrists, feeling, sitting, bending, grasping, handling and good general hearing. Some positions may require frequent lifting or carrying of up to 50 pounds and pushing or pulling up to 100 pounds.