

METRO

Classification Description

Title: Program Assistant III
Job Code: 6024
Pay Range: 13
FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580
Established: July 2007
Revised: December 9, 2015

Classification Summary:

Perform a variety of complex administrative, technical and/or clerical tasks requiring in-depth knowledge in support of a specific program area or a group of related programs.

Supervision Received:

Supervision is received from a Manager or Supervisor

Supervision Exercised:

Supervision may be exercised over temporary employees, work-study students, volunteers or staff involved in a specific project

Distinguishing Features:

The Program Assistant III classification is distinguished from the Program Assistant II classification by the performance of the most complex technical work assignments, requiring in-depth knowledge of program area or group and the ability to independently perform duties with minimal supervision. The class is the administrative or technical key-player for a program area or group of related programs.

Essential Functions:

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

1. Conducts research assignments in program area to assist professional staff. Collects records and evaluates information for special studies, programs and projects from several sources and makes summary reports as required. Creates and maintains spreadsheets and databases, sorts and tabulates information and data to assist professional staff in their evaluation of program services or needs.
2. Responds to requests for information regarding program policies and procedures.
3. Applies specific principles, techniques and skills of professional/technical fields to assigned phases of work.
4. Assists in establishing and overseeing program or department budget. Maintains database and mailing list specific to program area.
5. Develops, organizes and presents educational activities, demonstrations or shows to a variety of groups on or off Metro grounds. May plan schedule of events for public programs.

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6. Coordinates and promotes special events at Metro. Writes news releases and newsletter articles, answers questions and provides information to media as needed. Develops and maintains web page content.
7. Assists in the planning and development of demonstrations or special events.
8. Conducts studies, audits and visits as needed. Completes necessary follow-up procedures and writes correspondence, narratives, or reports related to work assignment.
9. Participates in or conducts formal classes or workshops to enhance, develop and improve knowledge, skill and understanding in a technical or professional discipline.
10. Provides services referral, advice or interpretation to clients, other agency staff or to the general public regarding program policy and services.
11. Consults with professional staff regarding observations, findings regarding clients, assessment of services, etc., in order to enhance and improve overall program services.
12. May coordinate and oversee specific project activities, assigned personnel or volunteers. Participates in training lower-level staff in a variety of duties. Schedules staff, interns and volunteers.

Secondary Functions:

1. May provide program administrative support such as reception, clerical duties, stocking, cleaning and maintaining equipment and materials or office management for better overall program service.
2. Attends various committee, department, and program meetings.
3. Performs other related duties as assigned.

Job Specifications:

High school diploma or G.E.D. and three years of administrative and/or clerical work experience; or any combination of education and experience which would provide the applicant with the desired knowledge, skills, and ability required to perform the job.

Knowledge, Skills and Abilities:

1. Knowledge of techniques and procedures used in gathering, evaluating and reporting information
2. Knowledge of recordkeeping procedures and techniques
3. Knowledge of interpersonal and public relations principles and techniques
4. Knowledge of techniques used to identify, develop and utilize community resources
5. Knowledge of regulations, policies, services and mission of specific program assignments
6. Basic knowledge of professional principles and procedures relating to program area
7. Skill in using a computer and basic office software
8. Ability to effectively organize work and follow both written and oral directions

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9. Ability to communicate clearly and effectively with staff, the general public and clients
10. Ability to provide quality customer service
11. Ability to maintain records and perform basic coding and filing tasks
12. Ability to work effectively as a team member
13. Ability to monitor the work assignments of volunteers, students and staff participating in specific projects

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. Other requirements may include frequent or continuous, fingering, stooping, reaching, talking, repetitive motions of the hands/wrists, feeling, sitting, bending, grasping, handling and good general hearing. Some positions may require lifting or carrying of up to 40 pounds.