City of Bellingham
Classification Specification

CLASS TITLE	**Program Assistant**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**106**
CS:	**Y/Entry**
FLSA:	**Y**
EEO/SOC CODE:	**AS/43-9199**

NATURE OF WORK:

Performs specialized technical and clerical duties in support of a specific program within a City Department. Responsible for assisting with implementation, monitoring, routine operation and record keeping for the program.

DISTINGUISHING CHARACTERISTICS:

Positions allocated to the Program Assistant classification perform work requiring knowledge and experience that is specific to a program. The Program Assistant classification is distinguished from the Office Assistant series by its requirements to apply specialized program and system knowledge to a variety of assignments in support of a specific program under general supervision and established protocols and procedures. The majority of duties are not of a general support nature easily transferable from one program to another.

SUPERVISORY RELATIONSHIPS:

Reports to various supervisors and managers, depending upon department and program. May provide daily oversight and direction of seasonal staff and volunteers. Works under general supervision within established protocols and procedures.

ESSENTIAL FUNCTIONS:

1. Performs a variety of program administration duties in support of program functions and goals. Responsible for assisting other staff with the implementation, record keeping, monitoring and routine operation of specific city programs. Uses appropriate information-gathering processes to obtain required information; reviews data and summarizes findings; assists with implementing program goals and objectives; assists in coordinating program activities and/or services.

2. Provides information regarding established program policies, procedures and operations, researches problems and complaints, responds to requests for information and provides basic problem resolution to citizens and employees. Leads program education and outreach activities (such as workshops, tours, field trips, etc.); assists in conducting events.

3. Drafts for supervisory review a wide variety of program documents and materials, including information, outreach and educational materials such as brochures, information packets, flyers, manuals and other documents. Edits materials for accuracy, appearance, readability and style.

4. Under direction, conducts basic research, reviews data and compiles program information. Distributes information relative to program activities as directed. Establishes and maintains records and files, records statistical program information.

5. Under direction, assists with technical and administrative assignments in preparation of the program budget; monitors expenditures and prepares budget reports.

6. Assists in any combination of the following tasks, depending on program: recruit, train, and lead volunteers and seasonal personnel.

7. Performs routine clerical duties including answering telephones, typing, filing, and operating office machines.

ADDITIONAL WORK PERFORMED:

1. Maintains accurate inventory of all gear, equipment, and program materials and submits timely replacement/replenishment requests to management staff as needed.

2. Performs a variety of special projects as assigned.

3. Performs routine custodial tasks.

KNOWLEDGE AND SKILLS:

Knowledge of:

- Principals, practices and methods of program, administrative and procedural analysis.
- General knowledge of modern office practices and equipment including personal computers and related software such as word processing and spreadsheet programs.

Skill in:

- Problem solving, organization, interpersonal sensitivity adaptability, stress tolerance, and time management.
- Strong leadership skills including the ability to motivate others.
- Good problem solving and decision making skills.
- Good supervisory and staff training skills.
- Good oral communication and literacy skills including reading, composition and knowledge of standard and business English usage.
- Strong skills in planning, organization and prioritization. Ability to work independently, to complete projects and to meet deadlines with minimum supervision.

Ability to:

- Willingness and ability to maintain the confidentiality of personnel and program participant information.
- Willingness to work irregular hours including evenings or weekends.
- Maintain reliable and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Operate a computer and read a computer screen or typewritten page;
    - Frequently communicate verbally;
    - Move between work sites;
    - Occasional transport boxes or equipment weighing up to 50 lbs.

WORKING ENVIRONMENT:

Work is performed in an office setting with extensive work at a computer workstation as well as outdoors in all weather conditions and on uneven terrain.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High School Diploma OR General Equivalency Diploma (GED)
- Minimum of two years related work experience providing program support in an administrative or technical environment.
- Experience in specific program area preferred.
- An equivalent combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Some positions may require a valid Washington State Driver's License by time of hire and a good driving record. A three-year driving abstract must be submitted prior to hire.
- Some positions may have specific certification requirements.
- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.

PREPARED BY: A.Faria 4/17 **REVIEWED BY:** _____

Kaycee Luxtrum
Human Resources Services Manager

COMMISSION ADOPTION: June 14, 2017