

PROGRAM ASSISTANT (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for providing technical and clerical office support for a variety of programs and their related projects. The specific activities will depend on the area of assignment (e.g., Rockland County departments such as Youth Bureau, Rockland Community College, Office for the Aging and various municipalities - towns, villages school districts, etc.). This title is distinguished from that of a Program Assistant in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. The work is performed under general direction of a program administrator and work direction (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 projects;
Provides clerical and technical support for on-going programs (e.g. set up databases, prepare mailing lists, track donations, etc.);
Identifies, contacts and investigates public and private resources and evaluates their potential in meeting the needs of program participants;
Assists in fund-raising activities;
Attends and participates in training sessions;
Maintains records, prepares reports and may collect various types of data;
Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;
May prepare press releases, publicity and outreach service flyers;
May speak to individuals, groups and organizations, in English and in Spanish, about available services and programs;
May act for program administrator in that individual's absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of programs administered by the County of Rockland and/or towns, villages, school districts*; working knowledge of the planning, coordination and monitoring of programs; working knowledge of community outreach techniques; working knowledge of business arithmetic; ability to plan and organize individual and group activities; ability to read, speak and understand Spanish; 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 applications such as spreadsheets, word processing, e-mail and database software*.

MINIMUM QUALIFICATIONS:

Either:

- a. An Associate's degree or higher or equivalent college credits (minimum of sixty (60) credits) and two (2) years of paid or volunteer office clerical or business experience in an organization (e.g., a business, municipality, political party, school, church, charitable organization, etc.), that substantially involved the provision of services to the community or a community group (e.g., youth, senior citizens, veterans, parents of school children, etc.), or clerical, technical or professional responsibility for programs, or

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- b. Graduation from high school or possession of an equivalency diploma and four (4) years of paid or volunteer work experience as described in a. above.

NOTES:

1. Volunteer work experience must be documented. Part-time volunteer work experience will be prorated in the same way as part-time paid work experience.
2. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar, and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

*To be demonstrated during the probationary period.