PROGRAM ASSISTANT

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. The work is performed under general direction of a higher-level 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;
Contacts agencies to resolve or report issues;
Provides answers to routine questions (i.e., from visitors or telephone callers);
Attends and participates in training sessions;
Maintains a variety of 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 perform routine purchasing and payroll-related duties, as needed;
May complete special assignments, as assigned;
May prepare press releases, publicity and outreach service flyers;
May speak to individuals, groups and organizations 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 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

(over)
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.

**NOTE:** Volunteer work experience must be documented. Part-time volunteer work experience will be prorated in the same way as part-time paid work experience.

*To be demonstrated during the probationary period.*