

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.