



JULY 2009
FLSA: NON-EXEMPT

CATEGORICALLY FUNDED PROGRAM ASSISTANT

DEFINITION

Under direct supervision, performs a variety of administrative and office support duties for an assigned categorically funded program, requiring full knowledge of its policies, procedures, and operational details; provides information to the public and program staff; provides assistance for a wide variety of assignments related to the administration of program projects and services; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory or managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry-level class in the categorically funded program classification series. Incumbents at this level are capable of performing varied administrative and office support duties, including providing assistance to the public and staff regarding program-related projects and services. Responsibilities may vary depending upon the program to which assigned. This class is distinguished from the Categorically Funded Program – Technician in that the latter performs the more complex and technical program support duties, including conducting intake screening interviews to determine initial and continuing eligibility for program participants.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of routine to complex administrative and clerical duties to support programmatic operations, including filing, preparing records and monthly reports, basic data entry, and ordering and maintaining office and other related supplies.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, and rules in response to inquiries and complaints from the public; directs callers to appropriate program staff; assists the public and directs the public to appropriate locations/staff; represents the District to all callers and visitors in a professional and customer friendly manner.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.

- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
- Checks and tabulates standard mathematical or statistical data; may summarize such information and prepare periodic reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including documents associated with departmental projects; types from rough drafts and/or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Maintains calendars of activities, meetings, and various events; arranges meetings and makes appointments.
- Receives, codes, logs, schedules, and distributes service requests, work orders, facility or room reservations, and class registrations.
- Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area and prepares reports for management.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Coordinates special projects as assigned.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other assignment-specific equipment; may perform basic maintenance and troubleshooting on assigned equipment.
- Maintains accurate records of work performed.
- May participate and assist in the administration of the assigned office; may organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative and office support practices and procedures, including the use of standard office equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Basic maintenance and operation of computer and multi-media equipment related to the area of assignment.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Perform responsible administrative and office support work with accuracy and speed under general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District, the assigned department/program and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of responsible administrative support experience involving a high level of public contact and customer service. Additional college-level coursework and/or technical training in office administrative support is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.