

PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Incumbents are required to perform a variety of tasks assisting in the administration and coordination of a service, program or department. The work involves independently handling correspondence and public contacts, collecting, analyzing and processing information and data and coordinating special assigned projects as directed. The work is performed in accordance with accepted policies and procedures, under the direction and supervision of a staff professional. Does related work as required.

TYPICAL WORK ACTIVITIES:

Relieves staff professionals of routine administrative duties required for the implementation and coordination of services, programs or departments;
Plans, coordinates and oversees special projects; explains and provides project information to staff;
Organizes and maintains central filing systems and procedures;
Assists in the supervision and implementation of goals and objectives;
Expedites and prepares required reports and collects a variety of financial and statistical data;
Maintains and processes complex records including computerized records requiring advanced knowledge of agency services and procedures;
Participates in meetings to report progress and help resolve issues involving departmental activities;
Collects, analyzes and submits, to the staff, statistical and financial data relative to service, program or department needs;
Writes correspondence required for the daily operation of the service, program or department;
May assist staff professionals in planning and administering in-service training programs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principals and practices of computerized record maintenance;
Good knowledge of the policies and objectives of the programs;
Working knowledge of administrative principles and practices including budget control and public relations;
Ability to plan, implement and coordinate activities typically required in the administration of service programs;
Ability to analyze and organize data and prepare accurate records and reports;
Ability to operate a personal computer and utilize common office software programs including word processing, spreadsheets and databases at an acceptable rate of speed and accuracy;
Ability to collect, analyze and summarize organizational data and information;

Ability to keep records, prepare reports and direct activities;
Ability to understand oral and written instructions;
Ability to handle routine administrative details independently;
Ability to present data, reports and recommendations clearly and concisely in written and oral form as well as computerized presentation programs;
Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
Ability to express self clearly and effectively, both orally and in writing;
Ability to become readily familiar with specific laws, rules, regulations and policies;
Initiative and resourcefulness;
Good judgment.

MINIMUM QUALIFICATIONS:

- A) Completion of 60 semester credit hours from an accredited college or university or one accredited by the New York State Board of Regents to grant degrees and one year of clerical experience in an office setting which must have involved maintaining electronic records in a database or spreadsheet application; OR
- B) Graduation from high school or possession of a high school equivalency diploma and three years of clerical experience in an office setting which must have involved maintaining electronic records in a database or spreadsheet applications; OR
- C) An equivalent combination of training and experience as outlined by the limits of A) and B) above.