

PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the performance of support functions for a program or service funded by government. The position is found across a variety of offices and departments and requires the performance of various clerical functions. Within each office, employees will learn specific clerical and regulatory requirements and processes involved in maintaining the functional programs of the unit or office. This position would be expected to perform the following functions depending upon unit needs: collecting, confirming and transcribing data from a variety of sources; entering information into a terminal and extracting this information in a variety of formats; answering inquiries from the public regarding eligibility and the provision of services; maintaining manual and automated logs and records; overseeing a centralized function such as mail distribution, fleet management or inventory. This position differs from the position of Office Assistant in that the Program Assistant position involves duties which focus on procedures and guidelines and is primarily functioning as a direct part of a program or service. The position of Office Assistant provides more clerical related duties including keyboarding, reception, scheduling, filing and other related activities for an individual or group of individuals to support the services they are providing. Initially, employees' work will be directly reviewed and supervised to be sure the employee is learning and applying rules and procedures of the office. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. This position does not supervise other employees but may direct the work of aides, interns, temporary employees and other lower level employees.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Works with members of the public to gather or provide information concerning a program; prepares and processes records relating to such transactions, including applications, routine correspondence and database administration;
2. Gathers, collates, and summarizes information concerning a unit's programs or activities;
3. Prepares, receives, reviews, and verifies documents;
4. Performs data entry to open and close files;
5. Contacts other agencies and departments to gather routine information or to explain routine requirements for unit programs;
6. Screens and assembles specifically identified records and files for storage or disposal in accordance with established records control schedules;
7. Maintains property and equipment records, conducts physical inventories;
8. Prepares vouchers and reviews information for correctness and to ensure that funds are available for payment;
9. Assists in organizing program functions such as registration by gathering information, making arrangements and reservations, assembling informational packages, etc.;
10. May specialize in centralized support service functions such as mail distribution, fleet management, ordering/distribution of supplies, equipment and expendables;
11. Maintains databases and produces lists or compiles information in accordance with program requirements;
12. Monitors files or cases for receipt of necessary forms/documentation and takes follow-up action including making phone calls and sending standardized letters.

PROGRAM ASSISTANT (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the rules and procedures of programs necessary to process work independently and assist the public;

Knowledge of office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information;

Knowledge of software packages for word processing to produce memos and letters, and database management and spreadsheets to compile and produce lists;

Knowledge of computational skills to process and reconcile vouchers, perform cashiering duties, maintain inventories and keep records of program activities;

Skill in operating office equipment to produce work accurately and efficiently;

Ability to interact with a variety of people for the purpose of exchanging information concerning programs;

Ability to organize, maintain and extrapolate information from records;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position (in some positions, may be required to transport objects/equipment weighing up to 45 pounds).

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) Completion of two years (60 standard credit hours) from a regionally accredited or New York State registered college or business or secretarial school;
- OR: (B) Two years of full-time general office work experience which involved public contact and keyboarding;
- OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

In some positions, candidate may be required to possess a New York State Driver License at time of appointment and to maintain position.

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