



JULY 2012
FLSA: NON-EXEMPT

PROGRAM ASSISTANT

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general supervision, performs a variety of advanced clerical and routine technical, programmatic, and administrative duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills in support of a District department or program; assumes on-going programmatic responsibilities specific to area of assignment; researches and recommends new service delivery methods, policies, and procedures; coordinates assigned programs, projects, and services with other District departments, divisions, and outside agencies; and provides specialized departmental or program information and assistance to District staff and the general public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and/or management staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

Incumbents perform a wide variety of specialized technical and administrative support work for an assigned department and related management, professional, and/or supervisory staff. Responsibilities include performing specialized and technical office support duties for the assigned department to ensure efficient service provision. Employees at this level are expected to possess the knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and reporting functions for programs in providing day-to-day administrative and coordinative duties. This level is distinguished from the Administrative Assistant level in that the latter provides general or specialized administrative support of assigned programs, division, or department that include budget monitoring, and assisting in department-related projects and programs; and relieves assigned staff of clearly defined and delegated administrative or technical detail.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Perform a variety of advanced clerical and routine technical, programmatic, and administrative duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills in support of a District department or program; assume responsibility for specific program areas, providing assistance in administrative and operating programs as assigned.
- Serve as primary contact and liaison for assigned functions and programs with other District staff, the general public, and outside agencies and organizations; screen office calls, visitors, and mail; provide

information and assistance including responding to requests for information and assistance; assist the public and other District staff in interpreting and applying District policies, procedures, codes, and ordinances; research information related to District regulations and departmental policies; explain, justify, and defend programs, policies, and activities.

- Conduct a variety of studies and research for assigned area; collect, compile, and review information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; participate in the preparation of reports that present data, identify alternatives, and make and justify recommendations.
- Perform a variety of special projects and programs in assigned area including the implementation and coordination of assigned programs and projects; assist with the development of policies and procedures; obtain resources; implement programs and monitor activities.
- Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
- Assist in coordinating and monitoring the assigned budget; compile annual budget requests; prepare revenue projections; recommend expenditure requests for designated accounts; monitor approved budget accounts.
- Type and proofread a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; type from rough draft, verbal instruction, or transcribing machine; independently compose documents related to assigned area of responsibility.
- Maintain calendar of activities, meetings, and various events for assigned projects, programs, and staff; coordinate activities with other District departments, the public and outside agencies; and coordinate and process staff travel arrangements.
- Establish and maintain various filing systems, schedules and records; file correspondence, reports, bulletins and cards; log reports, applications, and/or telephone calls; maintain records related to specific area of assignment.
- Operate a variety of office equipment including copiers, facsimile machine and computer; utilize various computer applications and software packages; enter data, maintain, and generate reports from a database or network system; input, maintain, and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing, desktop publishing, and other computer applications; organize and maintain disk storage and filing.
- Perform a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; verify, balance, and adjust accounting records.
- Recommend improvements in work flow, procedure and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required.
- Ensure that all required supplies are available as needed and that the facility and equipment are in proper working order.
- As assigned, arrange and coordinate meetings for boards and committees; prepare agendas and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes.
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of assigned program area.
- Basic principles and practices of program development and administration.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and statistical databases.

- Principles and procedures of record keeping.
- Principles and practices used in establishing and maintaining files and information retrieval systems.
- Principles of business letter writing and basic report preparation.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- Basic principles and practices of budget preparation and administration.
- Pertinent federal, state and local laws, codes, and regulations.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and District staff.

Ability to:

- Perform a full range of advanced clerical and routine technical, administrative, and programmatic work of a general or specialized nature involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Research, compile, and interpret a variety of information and make appropriate recommendations.
- Participate in the preparation of a variety of administrative and financial reports.
- Independently prepare correspondence and memoranda.
- Implement and maintain filing systems.
- Type and enter data at a speed necessary for successful job performance.
- Exercise good judgment in maintaining information, records, and reports.
- Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.
- Work independently in the absence of supervision.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Work cooperatively with other departments, District officials, and outside agencies.
- Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. High school diploma or equivalent. Additional college level course work related to area of assignment is desirable; AND
2. Two (2) years of increasingly responsible clerical, specialized technical, administrative or programmatic support experience involving a high level of public contact.

Licenses and Certifications:

- Possession of a valid California class C driver's license.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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 weighing 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.