

PROGRAM ASSISTANT-CONFIDENTIAL TITLE DEFINITION

I. DEFINITION

PROGRAM ASSISTANT-CONFIDENTIAL

This is confidential support work of moderate difficulty providing program support assistance to supervisory, professional, or administrative staff. Positions allocated to this classification are assigned a specific, defined program or a significant segment of a program, and perform tasks which may be similar to those performed by clerical/administrative support staff but are differentiated by the degree of programmatic involvement and accountability. The degree of programmatic involvement and accountability is measured by the variety, scope, and complexity of the program area; the complexity of problem solving; the level of independence of action and accountability; the degree of personal or procedural control over program activities; the consequence of error when making decisions; and the level of administrative and coordinative responsibilities. Work is performed under general supervision.

Examples of work performed include, but are not limited to:

- Serve as acknowledged expert, who resolves the most difficult problems of a complex clerical/administrative nature
- Perform most intricate clerical/administrative operations, processing documents and performing other clerical/administrative operations where comprehensive knowledge of legislation or organization is required
- Gather and organize information into summary reports, as assigned
- Maintain department or program schedule.
- Develop and revise operating procedures affecting the immediate work unit
- Compose and type correspondence requiring knowledge of departmental operations and regulations, which may not be reviewed by a superior
- Counsel and assist the public when applying for services provided by the program assigned, and may interview applicants to determine eligibility for program benefits and/or services
- Schedule department facilities usage
- Maintain inventory and related records and/or reports and orders supplies
- Conduct special projects
- Maintain liaison between various groups, both public and private
- Prepare budget estimates, plans office operations, control bookkeeping functions and handle personnel transactions
- Correspond with various outside vendors or agencies to procure goods or information for program operation
- Screen and/or review publications
- Make arrangements for meetings and maintain agendas and reports
- Maintain extensive contact with other operating units within the department, between departments, or with the general public in a coordinative or informative capacity on a variety of matters
- Prepare information materials and publications for unit involved, and arrange for distribution of completed items
- Prepare reports, project data, budget information, mailing lists, record-keeping policies and procedures, training programs, and schedules, and generally oversee operations

- Develop and/or revise selected policies and procedures affecting the administration of the program
- Answer questions regarding the program or division via telephone, correspondence or face-to-face contact
- Maintain files of program-related data, set up schedules, and perform any related clerical/administrative support functions necessary to the operation of the program

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III. RELATED POSITION TITLES

Positions which provide paraprofessional program support assistance of considerable difficulty for a majority of the time and are more appropriately classified as Program Assistant-Advanced-Confidential.