

PROGRAM ASSISTANT

DEFINITION

Under general supervision, provides technical, complex program administrative support duties, requiring thorough knowledge of assigned department's procedures and operational details; provides administrative support to management, supervisory, and departmental staff; composes and prepares correspondence using considerable judgment in content and style; provides assistance for a wide variety of assignments related to administration of contracts, research projects, and department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class, capable of performing complex administrative and office support duties, including assisting in department-related projects and programs. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and involving frequent contact with staff and the public, as well as performing various research functions. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, and the position is characterized by the performance of complex and technical administrative support work, requiring the regular use of independent judgment and initiative. This classification is distinguished from the Housing Assistant classification in that the latter performs routine duties, which require minimal deviation from established procedures. This class is further distinguished from the Executive Assistant by the latter's association and/or exposure to Agency-wide matters, and confidential Housing Authority activities/strategies.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Provides administrative support to assigned managers, supervisors, and departmental staff by assisting with duties of a complex nature; acts as a liaison between management and other staff or the public, coordinating resolutions when appropriate.

- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects, including administration of department budgets, contract agreements, and grant applications.
- 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; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Prepares and processes reports, forms, and records, such as requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, legal documents, hearing notices, draft resolutions, notices of determination, and mailing lists for public hearing items.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned boards, and committees.
- Screens calls, visitors, and incoming mail; assists and directs the public, tenants, property managers, property owners, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
- 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.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Coordinates and integrates department services and activities with other Authority departments and outside agencies.
- Operates a variety of standard office equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative and secretarial 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.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- 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 Authority staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision using tact and discretion.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- 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 and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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, procedural, and legal guidelines.
- 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 (documentation of high school diploma or equivalent certification such as GED, will be required for hire) and four (4) years of increasingly responsible office administrative or secretarial experience. Additional specialized secretarial or clerical training is desirable.

Licenses and Certifications:

Possession of, or ability to obtain, a valid driver's license by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.

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, 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 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.