

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 specialized and technical office support duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills; assumes on-going programmatic responsibilities specific to area of assignment; coordinates assigned programs, projects, and services with other OC San departments, divisions, and outside agencies; provides specialized departmental or program information and assistance to OC San staff and the general public; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This classification is the second of four levels within the administrative support job series. Positions perform a wide variety of specialized technical and administrative support work for an assigned department and related management, professional, and/or supervisory staff and are responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. 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 OC San 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. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed on completion and for overall results. 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 including 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 (Illustrative Only)

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.

- 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 an OC San department or program; assumes responsibility for specific program areas, providing assistance in administrative and operating programs as assigned.

- Serves as primary contact and liaison for assigned functions and programs with other OC San staff, the general public, and outside agencies and organizations; screens office calls, visitors, and mail; provides information and assistance including responding to requests for information and assistance; assists the public and other OC San staff in interpreting and applying OC San policies, procedures, codes, and ordinances; researches information related to OC San regulations and departmental policies; explains, justifies, and defends programs, policies, and activities.
- Conducts a variety of studies and research for assigned area; collects, compiles, and reviews information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; participates in the preparation of spreadsheets and reports that present data, identifies alternatives, and makes and justifies recommendations; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms.
- Performs a variety of special projects and programs in assigned area including the implementation and coordination of assigned programs and projects; assists with the development of policies and procedures; obtains resources; implements programs and monitors activities.
- Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.
- Types and proofreads a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; types from rough draft, verbal instruction, or audio recording; independently composes documents related to assigned area of responsibility.
- Maintains calendar of activities, meetings, and various events for assigned projects, programs, and staff; coordinates activities with other OC San departments, the public and outside agencies; and coordinates and processes staff travel and training arrangements.
- Establishes and maintains various filing systems, schedules, and records; files correspondence, reports, bulletins, and cards; logs reports, applications, and/or telephone calls; maintains records related to specific area of assignment.
- Organizes, archives, scans, copies, maintains, and retrieves records, documents, reports, and files; maintains accurate and detailed databases, verifies accuracy of information, researches discrepancies, and records information; develops, organizes, and maintains filing systems; audits files and ensures compliance with established records retention schedules.
- Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records.
- Recommends improvements in workflow, procedure and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required.
- Ensures that all required supplies are available as needed and that the facility and equipment are in proper working order.
- As assigned, arranges and coordinates meetings for boards and committees; prepares agendas and correspondence; attends meetings and takes, transcribes, and ensures proper distribution of minutes.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Operations, services, and activities of assigned program area.

- Basic principles and practices of program development and administration.
- Modern office practices, methods, and procedures.
- Principles and procedures of statistical, fiscal, and general record keeping relevant to the area(s) of responsibility.
- Principles and practices used in establishing and maintaining files and information retrieval systems.
- Principles of business letter writing and basic report preparation.
- Business mathematics and basic statistical techniques.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

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 OC San and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent OC San 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.
- Independently prepare and compose a variety of documents, reports, forms, and correspondence and participate in the preparation of a variety of administrative and financial reports.
- Organize, maintain, and update department files, databases, and records systems.
- Perform arithmetic and statistical computations accurately.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment in maintaining information, records, and reports.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 OC San.

1. High school diploma or G.E.D.
2. Two (2) years of clerical, specialized technical, administrative, or programmatic support work experience involving a high level of public contact.

Licenses and Certifications:

None

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

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- 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.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.