

Spec. Code	5001
Occ. Area:	01
Work Area:	000
Prob. Period:	12 mo.
Prom. Line:	None
Effective Date:	10/15/18
Last Action	New

## **PROGRAM ASSISTANT**

### Function of Job

Under administrative direction, performs professional level duties that are devoted to a particular activity or specialized area in an employing unit.

### Characteristic Duties and Responsibilities

A Program Assistant typically:

1. provides support to a director, administrator or other senior staff, serving as a staff advisor and performing professional support tasks, assists with budget functions as necessary;
2. provides program knowledge and expertise of procedures, technical specifications, and developments related to the field; pursues professional development activities to expand knowledge and maintain currency;
3. interviews and assesses the needs of clients who are enrolled or referred to the program;
4. develops materials and techniques for training program staff in such areas as the relationship of a designated program to the university, program design, philosophy, program policies, and standard operating procedures;
5. compiles and analyzes data and information, evaluates, and summarizes findings;
6. assists director, administrator or other senior staff in formulating policies, based on judgment and expert knowledge of a particular area;
7. represents and coordinates working relationships of the unit on various committees, teams or peers related to the specialized area; acts as a liaison to campus, agency and community groups, other skilled specialists throughout the state and nationwide; serves as a resource person and referral agent;
8. coordinates the logistics and activities for specific programs;

9. participates in the hiring, training, supervising, and/or evaluating of assistants and program staff as required;
10. schedules, assigns, reviews and/or provides recommendations regarding work within the program;
11. other duties as assigned.

#### MINIMUM ACCEPTABLE QUALIFICATIONS

##### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree.
2. Based on position requirements, additional education, training and/or work experience in the area of specialization inherent to the position, may be required.

##### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of general office practices and procedures.
2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
4. Skill in oral and written communication.
5. Ability to work effectively with staff, the public, and outside constituency groups.
6. Ability to organize and multi-task.
7. Ability to supervise and knowledge of administrative concepts and methods.
8. Ability to utilize various computer software packages.
9. Ability to work independently and exercise judgment in order to be able to analyze and investigate a variety of questions or problems.