

PROGRAM ASSISTANT

DEFINITION

Under general supervision, performs office administrative and other support work pertaining to specialized District programs including, but not limited to, CalWORKS, TRIO, ACT, Upward Bound, EOPS and disabled student services; processes, prepares and maintains documents and files; assists with various activities designed to publicize the assigned program; receives and screens visitors and callers; researches, gathers, inputs, processes and maintains information using computers and other office equipment; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full working level clerical class in the Program Support Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of routine office administrative and related duties pertaining to specialized program functions such as those offering disability services, employment assistance, academic enrichment and/or other services.

This class may be distinguished from the higher-level class of Program Technician because incumbents in that class preponderantly perform technical-level duties in support of specialized District programs, applying knowledge and experience pertaining to the assigned program(s) to make decisions and complete assignments.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager or senior manager, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES

- Performs a wide range of office administrative and related support duties pertaining to specialized District programs.
- Assists office visitors by receiving and providing information relative to assigned program policies, regulations, guidelines and activities; assists with the completion of forms, including those that may include confidential information; schedules interviews and/or appointments; assists students and others with questions regarding program eligibility and/or services.
- Assists program participants with testing, evaluation and other available services; explains testing procedures; administers, reviews and scores routine tests and examinations; secures and accounts for all test materials before, during and after testing; may serve as a reader and/or scribe for

disabled students during test taking situations; may provide basic tutoring or other academic assistance to program participants.

- Assists with publicity and other measures designed to inform and encourage the participation of target student groups; helps prepare and distribute various informational materials regarding program services and eligibility; may help staff informational booths at fairs, college nights and other marketing events; may coordinate logistics for workshops, seminars or other events.
- Establishes and maintains program records and files; reviews documents for completeness and accuracy; posts information to computerized and/or manual management information storage and retrieval systems; researches, retrieves and compiles information; prepares complex clerical forms, reports and summaries.
- Types, proofreads, files, checks and records information; prepares and inputs material from oral directions, rough drafts, or handwritten notes, including various records, test scores, observation notes, reports, memoranda, tables, lists, and a variety of other documents.
- Prepares a variety of materials for duplication and printing.
- Sorts and files documents and materials according to pre-determined classification systems.
- Maintains alphabetical, numerical, index and cross reference files.
- Makes arithmetical calculations and posts to statistical, financial and other numerical records; prepares data reports and tables.
- Maintains inventories of program materials, supplies and equipment; initiates purchases as authorized; receives and processes invoices and other purchasing-related documents.
- Reviews and checks routine financial documents for clerical and arithmetical accuracy, completeness and to verify compliance with established procedures.
- Processes outgoing letters, documents and forms.
- Receives, sorts and distributes incoming mail.
- Operates a variety of office machines and equipment, including computers.
- Attends meetings; may participate on committees and task forces.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Modern office practices and procedures.
- English usage, spelling, grammar, punctuation and arithmetical processes.
- Computerized data management, storage and retrieval systems.
- General clerical and office administrative methods.

Ability to:

- Perform a wide range of journey-level clerical duties in support of assigned functions.
- Work effectively with students with varied backgrounds and ages.
- Understand the goals and mission of the assigned program, and communicate that message appropriately.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- Depending upon assignment, a valid typing or keyboarding certificate for 45 words per minute may be required.
- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** frequent contact with others including substantial public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- One year equivalent to an Administrative Assistant II at YCCD.

OR Pattern II

- Experience: Two years performing general office clerical work that included some responsibility with computer-assisted data management systems.

Special Requirements:

- None

Class Adopted: 03/01/09
Class Amended: 07/01/22