

PROGRAM ASSISTANT IV

ROLE

Employees in this role perform a variety of program and administrative tasks in support of a program. Responsibilities include coordinating, planning and implementing a program component within a service delivery environment that may be a specialized program, profession or service. Employees serve as overall experts, primary resources and principal administrative and program support regarding processes and procedures applicable to the program. Employees usually report to administrators, professionals or program managers. Employees possess a significant knowledge of program operations, policies and procedures to perform the work.

Employees are characterized by their independence in performing a variety of program support and administrative tasks within the predominant functions of Public Contact, Records and Reports, and Composition. Office Equipment Operation and Files Management are usually supportive of the predominant functions. Employees function independent of regular supervision and are accountable for the completion of work. Work functions are similar to those found in other office support roles, but involve significant knowledge of policies and procedures which guide the program. Major duties may include regular contact with program recipients and the public to interpret and administer program guidelines, policies and procedures and/or regulations; contact may also be to counsel, negotiate and/or advise others regarding the program.

Work also involves responsibility for ensuring compliance with established guidelines and responding within established time frames. Work requires knowledge and use of a variety of office equipment systems and related technology. Several software packages may be used to complete work. These systems are used to enter, retrieve, verify, research, update and/or manage document control.

The Program Assistant role reflects increased complexity, scope and consequence of tasks that are only found at the IV and V level. Employees tend to become program process and procedure experts with greater need for technical knowledge and application of policies, procedures, laws and regulations. Some employees may have supervisory responsibility or coordinate the work of others.

Working titles for these employees maybe Administrative Assistant, Administrative Secretary and Student Services Assistant. Employees performing at higher levels may be found in Administrative Assistant, Student Services Manager, University Administrative Manager or other closely related program, administrative, and business class series.

NATURE OF WORK

This is the entry level for program assistants. Employees independently perform a variety of program support and administrative tasks, applying varied guidelines and program knowledge which require some interpretation to resolve problems. Employees serve as primary resources to persons internal and external to the program to interpret, explain and gather information regarding program services, policies and procedures. Procedural and operational guidelines are normally available where employees must ensure compliance within established time frames. Employees independently choose the appropriate course of action to produce a variety of records and reports where subject matter and complexity may vary. Composition duties include a variety of letters, memos and reports which may require independent research utilizing significant program knowledge. Some employees may have supervisory responsibilities.

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KNOWLEDGE, SKILLS, AND ABILITIES

Significant knowledge of program procedures, methods and practices.

Significant knowledge and ability to use correct grammar, vocabulary, spelling and program terminology to compose, proofread and edit correspondence, reports and other materials.

Ability to record, compile, summarize and perform basic analysis of narrative and numerical materials.

Ability to learn and independently apply laws, program rules and regulations.

Ability to learn programs and services and apply this knowledge in problem-solving and responding to most questions and inquiries.

Ability to use judgment in establishing program procedures and organizing and coordinating workflow.

Ability to apply correct sentences and grammatical structure to independently compose and format materials within established guidelines.

Ability to independently work with people with courtesy and tact in performing public contact and communication duties that may be sensitive in nature.

Ability to gather and release pertinent program information.

Ability to schedule and coordinate a variety of appointments, meetings and/or conferences.

May require ability to supervise or coordinate the work of other staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.