

## PROGRAM ASSISTANT V

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

Employees at this level independently perform a variety of program support and administrative tasks that reflect increased complexity, scope and consequence of actions. Employees become the policy and procedure experts where Public Contact is to counsel, negotiate and/or advise regarding program activities. Written procedural and operational guidelines are available, but daily work may require considerable adaptation or deviation from guidelines. Independent judgment is utilized to adapt the guidelines in problem-solving situations. At the V level, employees compile, analyze and interpret varied and complex records and reports where results may impact the overall activities of the program. Employees develop, design and compose numerous forms, reports or documents that contain technical terminology where consequence of work results in impact to program operations. Work requires substantive knowledge of operational policies and procedures, laws and regulations. Problem situations are often referred to these employees for resolution and/or guidance. Some employees may have supervisory responsibilities.

NC 00410

### KNOWLEDGE, SKILLS, AND ABILITIES

Substantive knowledge of program procedures, methods and practices.

Substantive knowledge and ability to use correct grammar, vocabulary, spelling, proofreading and program terminology to compose correspondence, reports and other materials.

Substantive knowledge of program content and services to apply in the analysis of information and decisionmaking.

Ability to record, compile, summarize and analyze narrative and numerical materials.

Ability to communicate effectively both orally and in writing.

Ability to plan and coordinate a volume and variety of appointments, meetings and conferences.

Ability to plan, prioritize, organize and review administrative and program workflow and procedures.

Ability to learn, interpret and analyze applicable program content and make necessary decisions.

Ability to learn, interpret and explain policies, regulations and programs.

Ability to exercise judgment and discretion in problem-solving.

Ability to answer inquiries independently and coordinate a variety of resources in acquiring information.

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 three of office assistant/secretarial experience; or completion of a two-year secretarial science or business administration program with one year of experience as described above; 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.