

## PROGRAM ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** The Program Assistant is a paraprofessional class responsible for performing a variety of assignments involving public contact work of a specialized nature. Employees in this class must be responsible for administering, monitoring, and/or implementing a program, process, or functional area specific to the area of assignment; possess technical knowledge related to the program; have the ability to explain and interpret information; and exercise independent judgment in the disposition of routine matters. Duties may include supervising clerical personnel and performing duties requiring exposure to the City's accounting system. Assignments are completed under general supervision, and work is reviewed for completeness and adherence to department policies and standards. This class performs related duties as required.

**Distinguishing Features:** This class is distinguished from the Senior Program Assistant class by the latter's more technical and complex work in administering, monitoring, or overseeing a program, process, or functional area. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) experience in a responsible clerical or paraprofessional capacity, including public contact work. Word processing may be required by assignment.

**Special Requirements.** Requires a valid Arizona Driver's License by hire date (by assignment). For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (by assignment). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (*Police Department Assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (by assignment).

**Preferred/Desirable Qualifications.** Supplemental coursework or training in office management, or related field is preferred. Experience with personal computer (PC) software applications (i.e., word processing, spreadsheet, data manager) is highly desirable. *Business Services (Alarm Unit) Assignment:* experience with billing policies, practices, and procedures; financial recordkeeping methods including maintaining, adjusting, and making credits, and debits; experience with Customer Information Systems, Permitting systems, Cashier Systems, Advantage, Excel, Power Point, Adobe Acrobat; Customer Service/Public Contact; facilitate education classes; and update and create training materials as needed.

## ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

***Business Services (Alarm Unit) Assignment:*** An incumbent in this class is responsible for processing new alarms permits, renewals, and payments. Develops and monitors prevention strategies/tools; answering inquiries regarding compliance with the City's alarm ordinance; reviewing daily alarm calls and checking officer's codes for accuracy; preparing alarm penalty assessment statements and maintaining related accounting records; determining if appeals regarding assessments should be approved; and processing of revocations of alarm permits. Carry out recurring assignments independently without specific instructions; follow oral and written instructions accurately; maintain the confidentiality of records when pressed for information by the public; perform basic to complex mathematical calculations including: addition, subtraction, multiplication, division, decimals, and percentages; analyze and interpret mathematical and billing information; communicate complex ideas effectively both orally and in writing with a high degree of accuracy; follow a problem from its inception to solution in a timely manner; prioritize workload to meet deadlines and to follow up on billing matters; and interact with coworkers, other City staff, and customers to establish and maintain effective working relationships. Documents and updates job procedures and policies. A Program Assistant in Business Services (Alarm Unit) is responsible for coordinating classes at the False Alarm Awareness School; which may include facilitating/teaching the class, updating, and or creating training material.

**Communication (Common to all assignments):** Communicates with management, other City employees, the general public, vendors, contractors, and others to respond to questions, obtain and provide information, and explain and interpret the rules, regulations, practices, and policies of the assigned department or unit. Trains and instructs subordinates regarding duties to be performed (by assignment). Prepares performance appraisals, correspondence, office procedures, work orders, purchase orders (POs), manuals, reports, surveys, flyers, packets, agendas, and minutes. May write specifications (by assignment).

***Business Services (Alarm Unit) Assignment:*** Communicates extensively with external residential and commercial alarm system customers by phone, email, or in writing; also includes internal City employees, alarm companies/security dealers, public officials, and personnel from other agencies, to explain the alarm permit process, and encourage compliance with the City's alarm ordinance and exchange ideas to develop and revise programs. Ability to interact tactfully and courteously with the public to explain requirements and policies. A Program Assistant in Business Services (Alarm Unit) remains calm and professional when dealing with frustrated and/or angry members of the public.

**Manual/Physical:** Operates standard office equipment such as PCs, printers, copiers, calculators, etc. Enters data into a PC to prepare reports and other documents. Prepares and updates schedules, graphs, or similar charts. Sorts, files, and distributes mail, documents, or other material. Performs physical supplies inventories. Inspects, monitors, and evaluates information, objects, work conditions, and the behaviors or work products of others to determine compliance with department operating and safety standards, regulations, and procedures. Moves five gallon paint buckets (maximum weight 60 pounds),

and other materials and supplies for distances of up to 20 feet (by assignment). Operates a motor vehicle (sedan or pickup truck) requiring a standard Arizona Driver's License, to pick up or deliver materials and supplies (by assignment).

**Mental:** Supervises and evaluates the work of a clerical staff (by assignment). Resolves procedural, operational, and other work-related problems. Coordinates work activities and program functions with outside agencies and other City departments. Researches, analyzes, and compiles data for various reports. Comprehends, makes inferences from, and interprets written materials, including department policies, procedures, standards, correspondence, and computer software manuals, as well as layouts or other visual aids. Develops policies, procedures, and performance goals related to assignment. Performs mathematical calculations or financial and cost analyses. Prepares or assists in preparing portions of a budget (by assignment). Learns job-related material through on-the-job training and in classroom settings.

**Knowledge/Skills/Abilities: (Common to all assignments)**

Knowledge of:

the principles and practices of office management and the equipment used;  
the research techniques and methods of report presentation;  
the practices, methods, and records involved in money receipt and disbursement;  
business English, spelling, and arithmetic; and  
the municipal organization and functions of the City.

Skill in:

numerical and statistical typing or keying with minimal errors; and  
the operation and care of standard office equipment.

Ability to:

compile data for special and periodic reports;  
maintain complex records and prepare accurate reports from such records;  
properly interpret and make decisions conforming to regulations and policies;  
carry out recurring assignments independently and without specific instruction;  
anticipate changes in the priorities of tasks or volume of work to be accomplished;  
follow oral and written instructions; and  
establish and maintain effective working relationships with management, coworkers, and the public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised to Add Part-Time, Non-Benefited Class 11/15

NF/hn/pg

CS3873.DOCX (Full-time) PAY GRADE: 41

CS3874 (Part-time) PAY GRADE: 41

CS4045 (Grant-Funded) PAY GRADE: 41

CS4114 (Part-Time, Non-Benefited) PAY GRADE: 41

EEO-Para IND-8810

JOB FCTN-ADM SWORN-No

INCREMENTS 62-200