

SENIOR PROGRAM ASSISTANT

JOB DESCRIPTION

Classification Responsibilities: A Senior Program Assistant is a paraprofessional class that performs a variety of assignments involving public contact work of a specialized nature. Employees in this class are responsible for administering, monitoring, and/or implementing a major program, process, or technical functional area within a unit or department. In addition, incumbents must possess advanced technical knowledge in specific functional areas; have the ability to explain and interpret information; work independently and without specific instruction; and regularly exercise independent judgment when making decisions regarding the disposition of matters related to the program areas. Duties *may* include supervising clerical and/or paraprofessional staff, working with accounting or financial data, and relieving supervisors of administrative details. This class performs related duties as required.

Distinguishing Features: This class is distinguished from the Program Assistant class by the more advanced technical and complex nature of the work performed; independent discretion in regards to a program, process, or technical functional area; and supervisory responsibilities (by assignment). Minimal supervision is received from an administrative or professional staff person, unit director, or department manager. 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. Extensive (5+ years) experience in a responsible paraprofessional capacity including public contact work. Graduation from an accredited college or university with an Associate's Degree in a related field may substitute for two years of the required experience.

Special Requirement. 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).

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

Preferred/Desirable Requirements. Experience with Personal Computer (PC) software applications (i.e., word processing, spreadsheet, data manager, desktop publishing, and Hypertext Markup Language [HTML]) is preferred. Experience in a technical area related to the program area is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, contractors, vendors, 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 and/or coworkers regarding duties to be performed (by assignment). Prepares performance appraisals, correspondence, office procedures, work orders, purchase orders, manuals, reports, surveys, packets, and agendas.

Manual/Physical: Operates standard office equipment such as a PC, printer, copier, calculator, etc. Enters information into a PC to prepare reports and other documents. Prepares and updates schedules, graphs, or similar information. 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. Attends meetings with various City personnel and outside agencies. Meets scheduling and attendance requirements. Uses common hand tools such as a screwdriver or other small hand tools to install batteries, and repair and troubleshoot mobile communications devices (by assignment).

Mental: Supervises and evaluates the work of a clerical and/or paraprofessional staff (by assignment). Prioritizes own work and work of others. Resolves procedural, operational, and other work-related problems by contacting appropriate personnel. 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. Develops policies and procedures related to a program area. Completes special research projects as assigned. 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 a classroom setting.

Knowledge and Abilities:

Knowledge of:

principles and practices of office management and the equipment used;
research techniques and methods of report presentation;
methods and policies pertinent to a specific functional area;
computer applications related to assignment; and
effective customer relations techniques.

Ability to:

compile data for special and periodic reports;
maintain complex records and/or databases and prepare accurate reports from such records;
interpret and make decisions conforming to regulations and policies;
perform assignments independently and without specific instructions;

anticipate changes in the priorities of tasks or volume of work to be accomplished and make necessary adjustments; 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 do 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 8/16

PN/jh/vl

CS4078.DOCX

CS4232 (Part-time)

CS4049 (Grant-funded)

EEO-Para

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 43

PAY GRADE: 43

PAY GRADE: 43

IND-8810

SWORN-No