

## 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/or field support performing duties requiring exposure to the City's various enterprise systems (example: timekeeping, human resources management, financial/accounting, and recruiting). 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. Employees in this class may be required to work evenings and/or weekends for special events or programming coverage (*by assignment*). 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.** Graduation from high school or GED. Considerable (3 - 5 years) experience in a responsible clerical or paraprofessional capacity, including public contact work.

**Special Requirements.** Requires a valid Class D Arizona Driver's License by hire or promotion 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 is required (***Police Department Assignment***). Current or previous certifications from the Arizona Peace Officer Standards and Training Board (AZPOST) as a General Instructor and Firearms Instructor; expired instructor certifications must be recertified within six months of hire or promotion date (***Police Department Training Unit - Range Assignment***). Must obtain factory certification as an Armorer for repair of Department issued firearms within three months of hire or promotion date (***Police Department Training Unit - Range 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. Experience with personal computer (PC) software applications (examples: 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, and Adobe Acrobat; Customer Service/Public Contact; facilitate education classes; and update and create training materials as needed. ***Police Department Training Unit - Range Assignment:*** Factory certified armorer for repair of Department issued firearms. Experience working in the criminal justice field, courthouse, or legal setting (***Municipal Court Assignment***).

## 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.

***Arts and Culture Assignment:*** An incumbent in this class is responsible for processing new requests and inquiries. Generates, develops, and monitors program strategies and/or tools; answers inquiries regarding arts and culture programs and opportunities; proactively searches for points of connection and collaboration in the community; prepares program feedback measures; determines program alteration proposals; and aids in processing of event needs. Carry out recurring assignments independently, without specific instructions; follow oral and written instructions accurately; communicate complex and innovative 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 follow up with stakeholders; and interact with coworkers within the department and throughout the City, the public, and patrons to establish and maintain effective working relationships. Documents and updates job procedures and policies. This position is also responsible for coordinating arts and culture programs and equipment, which may include facilitating, teaching, updating, transporting, safely hitching, towing, and maneuvering a trailer as part of daily operations, or creating project material. Attends meetings and/or seminars, training, etc., and schedules meetings as required.

***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. Trains new Alarm Unit employee(s) and any staff members (as requested) that will be assisting the Alarm Unit with daily work as needed. 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. Attends meetings and/or seminars, training, etc. and schedules meetings as required.

***Municipal Courts Assignment:*** An incumbent in this class is responsible for supporting the Specialty Court programs at Mesa Municipal Court. Organize daily court case information, formatting, prepping, researching, and creating calendars for dockets. Gather defendants' mental health status information, update minute entries, and process electronic and paper files. Identifies additional case-related information from defendants' case managers, researching and including information related to other pending court cases for the defendants. Maintain the confidentiality of records and information as necessary. Assist with scheduling, balancing calendars, and resetting cases. Inputting and updating data and statistical information for cases. Reviewing case entries and notes from clerks and judges, exercising independent judgment to determine information to enter the database. Issuing warrants, quashing warrants, updating electronic files, preparing case files for court, and distributing documents/directives/minute entries for defendants/parties. Responsible for administering, monitoring programs, processes, and functional areas; possess technical knowledge related to the programs; and exercise independent judgment in the disposition of routine matters. Supports and trains other Program Assistants and any other staff (as requested) who assists the Specialty Court programs. Assists with reviewing and updating procedures on a regular basis (***Municipal Court assignments***).

***Solid Waste Division Assignment:*** An incumbent in this class is responsible for managing the Neighborhood Clean-Up Program, including reviewing all applications and serving as the primary point of contact for all residents; resolving escalations and complaints from residents; prompting response to emails, phone calls, and walk-in inquiries from residents; clearly communicating program guidelines and expectations to residents; ensuring the effective and timely completion of field work; scheduling site checks, container delivery, compacting service, and removal of roll-offs; collaborating with operators, foremen, and administrators to ensure safe placement of roll-off containers; monitoring roll-off inventory and available roll-off hauls in order to fulfill resident requests as expected; monitoring program utilization to ensure program remains within allocated budget; preparing reports on program utilization to management; acting as a liaison to other City departments arranging for services for special cleanup projects; and researching and analyzing reported issues from Customer Service Billing. Ensuring recycling program compliance, including preparing reports on recycling programs compliance statistics for management and making inferences on ways to increase recycle program compliance; enforcing policy and procedures to bring recycling program violators into compliance; ensuring proper procedures are followed by field staff when recycling contamination is identified, including detailed documentation, photos, and timely data input; resolving inquiries and escalations from residents who are found to be non-compliant with recycling program guidelines; and collaborating with Code Compliance officers to resolve escalated Solid Waste code violations. In addition, this class also ensures compliance of solid waste codes; manages the City's internal recycling programs by ensuring proper preparation and delivery of the materials; supervises Quality Assurance Inspectors, including hiring, reconciling timecards, completing performance evaluations, and ensuring proper staffing levels in order to accommodate a six day per week operation; and participating and staffing community and City sponsored events to provide outreach to residents.

***Economic Development Assignment:*** An incumbent in this class is responsible for securing, scheduling, and preparing facilities at economic development facilities. Coordinates programming and event schedules, and on-site equipment use.

***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.

**Municipal Courts Assignment:** Communicates with various judges, attorneys, team members, and service providers from each of the programs in person, by phone, email, and correspondence. Attends staffing and court for the different Specialty Court programs. Provides information and clarification concerning court rules, Arizona revised statutes, City ordinances, and general court and criminal justice processes; and responds to and resolves difficult and sensitive customer inquiries or issues.

**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 and equipment 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 Class D Arizona Driver's License to pick up or deliver materials and supplies or buckets of batteries, make site visits, and/or deliver and remove heavy solid waste barrels (**by assignment**). Utilizes a vehicle lift gate in order to inspect bins, roll-off, and/or barrels for contamination (**Solid Waste Division assignment**). Performs physical activities such as heavy lifting, moving large bulky objects, walking, bending, stooping, and climbing (**Solid Waste Division assignment**). Safely hitches, tows, and maneuvers a trailer as part of daily operations for community outreach events (**Arts and Culture 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.

**Municipal Courts Assignment:** Assist judicial and administrative staff with operations of the Court programs. Multitask, work in multiple programs to process orders and update electronic files, and generating legal documents from various software programs. Assists with managing the courtroom workflow by coordinating with judges and Senior Program Assistant.

**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;  
computer software and equipment, including reservation software;  
preparation/distribution of materials;  
small business concerns related to planning, operations, and types of assistance available (*Economic Development assignment*)  
business English, spelling, and arithmetic; and  
the municipal organization and functions of the City.

***Municipal Court Assignment:***

legal terminology and the forms and documents used in legal clerical work;  
use and navigation of various software programs to process and update court cases;  
general court policies and procedures;  
customer service skills and practices;  
restorative justice practices; and  
Arizona Rules of Criminal Procedure Rule 11.

Skill in:

numerical and statistical typing or keying with minimal errors;  
the operation and care of standard office equipment; and  
operating a two-way radio (*Solid Waste Division assignment*).

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 7/25

AD/eb/lv

CS3873.DOCX (Full-Time)

CS3874 (Part-Time)

CS4045 (Grant-Funded)

CS4114 (Part-Time, Non-Benefited)

EEO-Para

JOB FCTN-ADM

Non-DOT Safety and Security-Y (*by assignment*)

CDL-N

RESP-N

PAY GRADE: 46

PAY GRADE: 46

PAY GRADE: 46

PAY GRADE: 46

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 71-200