

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 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. Employees in this class may be required to work evenings, weekends, and holidays for special events (*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. 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 may substitute for two years of the required experience. **For the PD Wellness Assignment:** considerable (3 - 5 years) experience instructing Brazilian Jiu-Jitsu (BJJ), advanced defense/control tactics, and current black belt or higher-level certification are also required.

Special Requirements. 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*). Must possess a valid Class D Arizona Driver's License by hire or promotion date (*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 Department Assignment*).

Preferred/Desirable Qualifications. Experience with personal computer (PC) software applications (example: word processing, spreadsheet, data manager, desktop publishing, and Hypertext Markup Language [HTML]). Experience in a technical area related to the program area. Graduation from an accredited college or university with a Bachelor's Degree in a health and wellness related field (example: Registered Dietician, Nutrition, Health Promotion, Health Sciences, Wellness Community/Public Health) and good (1 - 3 years) experience developing, marketing, and teaching health education programs (*Employee Health and Wellness Assignment*). Graduation from an accredited college or university with a Bachelor's Degree in Marketing or Communications or a related field (*Fire Departmental Communications/Public Information Office (PIO) Assignment*). Graduation from an accredited college or university with a Bachelor's Degree in Marketing, Communications, Education, or a related field (*Fire and Life Safety Education Assignment*). A Bachelor's Degree in a Health and Wellness related field such as Exercise Physiology, Kinesiology, Health Promotion, Health Education, Wellness, or closely related field; and three years' experience in developing, marketing, teaching, evaluating employee fitness, wellness, or control tactics programs (*Police Wellness Assignment*). Graduation from an accredited college or university with an Associate's or Bachelor's degree in Accounting, Business, or a related field; good (1 – 3 years) experience in accounts payable, receivable, and reconciliation functions; and advanced experience using HRM/FIN Advantage (including creating various invoice payment documents) and Excel (including creating/maintaining detailed spreadsheets, pivot tables, v-lookup, etc.) (*Employee Benefits – Billing/Funding Assignment*). Good (1 – 3 years) experience with the development, implementation, or maintenance of a records management system; familiarity with retention as required by Arizona Revised Statutes; and experience archiving records and managing contracts for off-site records storage and shredding vendors (*City Clerk Assignment*). Graduation from an accredited college or university with a Bachelor's Degree in Law, Criminal Justice, Public Policy, Public Administration, or related field (*Municipal Court Assignment*).

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, contractors, vendors, and others to respond to questions, obtain and provide information, provide training, 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, agendas, and media collateral, such as brochures, newsletters, flyers, etc. (*by assignment*). *Fire Departmental Communications/PIO Assignment:* fosters good public relations, increases Hispanic outreach, and educates the public on fire safety and injury prevention. Develops social media content with engaging images and videos that complement the text. Collaborates with subject matter experts and with the City's Facebook en Español team to create and execute an education plan that teaches the general public about the fire service. *Municipal Courts Assignment:* Attend staffing and court for assigned programs, assist with implementing and monitoring updates made to programs, and first point of contact for internal and external stakeholders.

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, spreadsheets, or similar information. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to participate in construction and/or station inspections/plan review meetings (*by assignment*). 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. Participates in committees and planning groups as related to Health and Wellness (**by assignment**). 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**). **Fire Departmental Communications/PIO Assignment:** writes, edits, and publishes engaging posts for various social networks, including Public Service Announcements (PSAs), training videos, educational videos, and marketing videos. Creates graphics that are used in print and electronic marketing materials and social media. **Police Wellness Assignment:** demonstrates and instructs Brazilian Jiu-Jitsu (BJJ) and advanced defense/control tactics.

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, trainings, and publications (**by assignment**). 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. **Fire Departmental Communications/PIO Assignment:** works in a lead capacity for the social media team. Acts as point of contact and project lead for clients, contractors, interns, and volunteers. Assists with creative production requests including video, graphic design, and photography. Developing and implementing fitness, nutrition, and control tactics training; and will serve as the Department's trainer, coach, and subject matter expert in these areas. **Police Wellness Assignment:** develops and implements fitness and control tactics training; and serves as the Department's trainer, coach, and subject matter expert in these areas. **Municipal Court Assignment:** Assist judicial and administrative staff with operations of the programs, train and lead court staff with the business operations of the programs, make informed recommendations and decisions based on evaluation of the programs performance, and balance competing priorities and stakeholders requests.

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 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 9/23

CLP/js/ms

CS4078.DOCX

PAY GRADE 45

CS4232 (Part-Time)

PAY GRADE 45

CS4049 (Grant-Funded)

PAY GRADE 45

CS4425 (Part-Time, Non-Benefitted)

PAY GRADE 45

EEO-Para

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 53-200