October 2018
FLSA: NON-EXEMPT
CLASS CODE: 00649

PROGRAM ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex administrative, secretarial, and office support duties requiring thorough knowledge of an assigned Court program; provides administrative support to management and departmental staff; performs skilled data entry, and typing; provides information to the public and staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Office Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is journey-level class capable of performing the full range of administrative duties in support of as assigned Court program, including data entry, opening, closing, and tracking of Court files, and maintenance of Court calendars. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment, tact, and initiative. This class is distinguished from the Office Coordinator in that the latter provides more complex and specialized administrative support to an assigned department, with additional training and/or experience.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support to managers and departmental staff by assisting with duties of a complex nature, including preparing and editing Court calendars and preparing documents for Court proceedings.
- Creates, updates, and maintains multiple Court calendars; disburses calendars to the appropriate parties including attorneys, service providers, jail personnel and various Court departments.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information, data, and files from various sources for reports, statistical studies, and grants; checks and tabulates standard mathematical or statistical data.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, and financial reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Attends Court proceedings as needed; calls cases; completes minute orders based on hearing results; issues and recalls bench warrants.
- Screens calls, visitors, and incoming mail; provides information to the public; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to

existing guidelines; responds to public and staff inquiries and complaints; refers citizens to the appropriate department source.

- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to public and staff inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of the Court, including applicable policies and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Basic mathematics and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public and Court staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Understand the organization and operation of the Court and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade and two (2) years of responsible administrative support experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.