

METRO

Classification Description

Title: Program Assistant I
Zoo Program Assistant I

Bargaining Unit: AFSCME 3580
AFSCME 3580 Temporary

Job Code: 0040; 2041

Established:

Pay Range: 06; 101

Revised: 2007, June 2, 2015

FLSA Status: Non-exempt

EEO Category: Paraprofessional

DESCRIPTION

Perform a variety of entry-level administrative, technical and/or clerical duties in support of a specific program at Metro.

Oregon Zoo

Perform responsibilities for the program animal care team, including leading activities, coaching participants, direct animal care and husbandry duties, animal training and related records maintenance.

DISTINGUISHING FEATURES

The Program Assistant I classification is distinguished from the Program Assistant II by the performance of less complex tasks and duties primarily clerical, technical and/or administrative in nature under close supervision or clear instruction.

Program Assistant I positions at the Zoo are singular positions in animal care areas and are not part of this series with distinguishing characteristics from the other levels.

DUTIES AND RESPONSIBILITIES

1. Works closely with public and staff to provide information or services referral for Metro programs and projects. Completes records and reports.
2. Collects, records and evaluates information for special studies, programs and projects from several sources and makes summary reports as required. Sorts and tabulates information and data to assist professional staff in their evaluation of program services or needs.
3. Gathers information from clients, the general public or other departmental staff and personnel of other agencies in order to assess services provided.
4. May assist in the planning and design of new programs, projects and exhibits. Makes presentations to the public, staff and others.
5. Schedules and arranges for meetings and appointments in coordination with public. Provides information as necessary.
6. Receives and directs visitors and phone calls. Provides information, responds to inquiries or refers to appropriate staff when necessary. Responds to public inquiries via website or mail.
7. Initiates routine correspondence, reports and other records as required.
8. Develops and maintains filing system for program fiscal, administrative and general records. Maintains follow-up system on reports or other matters requiring action on a periodic basis.

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9. Develops clerical procedures, routines, information and record-keeping systems. Maintains database information specific to program area.
10. Organizes and participates in a variety of group activities in order to serve clients or the general public.
11. May oversee the work of volunteers on specific projects. Trains volunteers as needed.
12. At the Oregon Zoo, includes animal-related presentations, including presentations in more formal settings, such as with the media and fundraising events.
13. At the Oregon Zoo, maintains animal care routines, holding areas and related equipment. May prepare animal diets. Completes and maintains related records. Works with a variety of animals, including birds-of-prey and small carnivores.
14. Schedules and arranges for meetings and appointments in coordination with public or Zoo programs. Provides information as necessary.

Secondary Functions

1. Performs other related duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- One year of administrative and/or clerical work experience and High school diploma or G.E.D.; or
- Any combination of education and experience which would provide the applicant with the desired knowledge, skills, and ability required to perform the job.
- Program Assistants at the Zoo require one year of experience working with animals and teenagers and a valid driver's license.

Knowledge, Skills and Abilities

- Techniques and procedures used in gathering and evaluating information
- Record keeping procedures and techniques
- Interpersonal and public relations principles and techniques
- Regulations, policies, services and mission of specific program assignment
- Specific principles and procedures used in program area
- Use a computer and basic office software
- Effectively organize work and follow both written and oral direction
- Communicate clearly and effectively with staff, the general public and clients
- Maintain records, perform basic coding and filing tasks and to assist in effectively providing services to clients and the general public
- Provide quality customer service
- Work effectively as a team member and to lead and direct the work of volunteers

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- Basic animal husbandry techniques for small hoof stock and education animals (for Zoo positions)

SUPERVISION RECEIVED

Supervision is received from a Program Supervisor or Manager.

SUPERVISION EXERCISED

Lead direction may be exercised over volunteers.

WORKING CONDITIONS

Physical requirements of each position are dependent upon program area to which the incumbent is assigned. Position may require frequent or continuous walking, standing, stooping, talking, reaching, repetitive motions of the hands/wrists, sitting, bending, grasping, handling, and good general hearing. Some positions may require frequent lifting or carrying of up to 50 pounds and pushing or pulling up to 100 pounds.

Positions at the Zoo may require the ability to lift, hold and occasionally restrain the animals or birds within their care. Other requirements may include frequent or continuous walking, standing, fingering, stooping, reaching, talking, repetitive motions of the hands/wrists, feeling, sitting, bending, grasping, handling and good general hearing. Some positions may require frequent lifting or carrying of up to 50 pounds and pushing or pulling up to 100 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.