

# METRO

## Classification Description

**Title:** Program Assistant II  
**Job Code:** 0042  
**Pay Range:** 09  
**FLSA Status:** Non-exempt

**Bargaining Unit:** AFSCME 3580  
**Established:**  
**Revised:** 2007  
**EEO Category:** Administrative Support

### DESCRIPTION

Perform a variety of intermediate administrative, technical and/or clerical tasks requiring in-depth knowledge in support of a specific program area.

### DISTINGUISHING FEATURES

The Program Assistant II classification is distinguished from the Program Assistant I classification by the performance of more complex technical work assignments, requiring in-depth knowledge of program area and the ability to independently perform duties within precedents of guidelines under general supervision.

### DUTIES AND RESPONSIBILITIES

1. Conducts research assignments in program area to assist professional staff. 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.
2. Under general supervision, applies specific principles, techniques and skills of professional/technical fields to assigned phases of work.
3. Assists in establishing and overseeing program or department budget. Maintains database and mailing list specific to program area.
4. Develops, organizes and presents educational activities, demonstrations or shows to a variety of groups on or off Metro grounds. May plan schedule of events for public programs.
5. Coordinates and promotes special events at Metro. Writes news releases and newsletter articles, answers questions and provides information to media as needed. Develops and maintains web page content.
6. Assists in the planning and development of scripts, stage sets and materials for shows, demonstrations or special events.
7. Under general supervision, conducts field studies, audits and visits as needed. Completes necessary follow-up procedures and writes correspondence, narratives, or reports related to work assignment.
8. Participates in or conducts formal classes or workshops to enhance, develop and improve knowledge, skill and understanding in a technical or professional discipline.
9. Provides services referral, advice or interpretation to clients, other agency staff or to the general public regarding program policy and services.
10. Consults with professional staff, under general supervision, regarding observations, findings regarding clients, assessment of services, etc., in order to enhance and improve overall program services.

## **METRO**

### **Classification Description**

11. May coordinate and oversee specific project activities, assigned personnel or volunteers. Participates in training lower-level staff in a variety of duties. Schedules staff, interns and volunteers.
12. At the Oregon Zoo, maintains animal care routines, holding areas and related equipment. May prepare animal diets. Completes and maintains related records.

#### **Secondary Functions**

1. May provide program administrative support such as reception, clerical duties, stocking, cleaning and maintaining equipment and materials or office management for better overall program service.
2. Performs other related duties as assigned.

#### **JOB SPECIFICATIONS**

##### **Education/Licensing and Experience**

Two years of administrative and/or clerical work experience and a 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.

##### **Knowledge, Skills and Abilities**

- Techniques and procedures used in gathering, evaluating and reporting information
- Recordkeeping procedures and techniques
- Interpersonal and public relations principles and techniques
- Techniques used to identify, develop and utilize community resources
- Regulations, policies, services and mission of specific program assignments
- Professional principles and procedures relating to 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
- Provide quality customer service
- Maintain records and perform basic coding and filing tasks
- Work effectively as a team member
- Monitor the work assignments of volunteers, students and staff participating in specific projects

##### **SUPERVISION RECEIVED**

Supervision is received from a Manager or Supervisor.

##### **SUPERVISION EXERCISED**

Supervision may be exercised over temporary employees, work-study students, volunteers or staff involved in a specific project.

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### WORKING CONDITIONS

Physical requirements of each position are dependent upon program area to which the incumbent is assigned. Some of the positions specific to the Zoo may require the ability to lift, hold and occasionally restrain the animals or birds within your 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.

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*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.*