Classification description

Metro
600 NE Grand Ave.
Portland, OR 97232-2736

Title: Program Assistant III
Job Code: 6024
Pay Range: 16
FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580
Established: July 2007
Revised: December 9, 2015
EEO Category: Administrative Support

DESCRIPTION

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

DISTINGUISHING FEATURES

The Program Assistant III classification is distinguished from the Program Assistant II classification by the performance of the most complex technical work assignments, requiring in-depth knowledge of program area or group and the ability to independently perform duties with minimal supervision. The class is the administrative or technical key-player for a program area or group of related programs.

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. Creates and maintains spreadsheets and databases, sorts and tabulates information and data to assist professional staff in their evaluation of program services or needs.
2. Responds to requests for information regarding program policies and procedures.
3. Applies specific principles, techniques and skills of professional/technical fields to assigned phases of work.
4. Assists in establishing and overseeing program or department budget. Maintains database and mailing list specific to program area.
5. 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.
6. 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.
7. Assists in the planning and development of demonstrations or special events.
8. Conducts studies, audits and visits as needed. Completes necessary follow-up procedures and writes correspondence, narratives, or reports related to work assignment.
9. Participates in or conducts formal classes or workshops to enhance, develop and improve knowledge, skill and understanding in a technical or professional discipline.

10. Provides services referral, advice or interpretation to clients, other agency staff or to the general public regarding program policy and services.
11. Consults with professional staff regarding observations, findings regarding clients, assessment of services, etc., in order to enhance and improve overall program services.
12. 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.

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. Attends various committee, department, and program meetings.
3. Performs other related duties as assigned.

JOB SPECIFICATIONS
Education/Licensing and Experience
Three 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
1. Techniques and procedures used in gathering, evaluating and reporting information
2. Recordkeeping procedures and techniques
3. Interpersonal and public relations principles and techniques
4. Techniques used to identify, develop and utilize community resources
5. Regulations, policies, services and mission of specific program assignments
6. Professional principles and procedures relating to program area
7. Use a computer and basic office software
8. Effectively organize work and follow both written and oral directions
9. Communicate clearly and effectively with staff, the general public and clients
10. Provide quality customer service
11. Maintain records and perform basic coding and filing tasks
12. Work effectively as a team member
13. Monitor the work assignments of volunteers, students and staff participating in specific projects

SUPERVISION RECEIVED
Supervision is received from a Manager or Supervisor

Classification description

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

WORKING CONDITIONS
Physical requirements of each position are dependent upon program area to which the incumbent is assigned. Other requirements may include frequent or continuous, fingering, stooping, reaching, talking, repetitive motions of the hands/wrists, feeling, sitting, bending, grasping, handling and good general hearing. Some positions may require lifting or carrying of up to 40 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.