



# JOB DESCRIPTION

<i>Title</i>	<b>Program Assistant II</b>		
<i>Department</i>	General	<i>Job Class</i>	A 13 3
<i>Driving Required</i>	No	<i>Safety</i>	Varies
<i>Labor Union</i>	AFSCME Local 2746 Courthouse/Roads	<i>FLSA</i>	Non-exempt
<i>Created</i>	May 2022	<i>Reviewed</i>	<i>Revised</i>

## ***Purpose***

Provides advanced administrative, staff, and customer support to assigned department/division. Responsibilities include program activity coordination, customer service and communication, research and report-writing, advanced bookkeeping-related functions, and data management.

## ***Essential Functions***

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Incumbents perform a full range of technical duties and work assignments requiring a high degree of specialized knowledge, skills, and experience. Employees at this level receive only occasional instruction or assistance from the department supervisor and/or director, and are fully aware of the operating procedures and policies of the program. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Provides staff level support to program head and program personnel. May organize/coordinate the activities of volunteers and/or casual staff, including training, scheduling, and daily work assignments. May also organize/coordinate the work of other program staff on specific work assignments.
- Performs clerical and administrative duties within the department; may include scheduling, taking notes and minutes for meetings, coordination of workflow within and outside the department/program.
- Performs department reception and customer service duties. Professionally greets visitors, responds to incoming phone calls, provides accurate and timely responses to inquiries and complaints, and sends/receives emails and maintains ongoing communication with the public.
- Receives, transfers, or refers calls to appropriate sources; provides program information and policy interpretations related to department/program services.
- Accurately enters and retrieves data from computer files (e.g., legal forms, formal documents, patient records); interprets data for proper input to program formats. Processes, records, files, and distributes reports in a timely manner to appropriate parties.
- Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper formats, documents, and procedures.
- Creates a variety of documents such as letters, memos, reports, charts, forms, agendas, spreadsheets, tables, minutes, and legal documents. Verifies and corrects grammar,



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spelling, and formatting. Updates and maintains spreadsheets, databases, and reports and tracks/logs data for the department/program.

- Performs advanced bookkeeping-related functions for department/program; may include funds tracking, invoicing, balancing daily receipts, processing purchase orders, and depositing funds.
- Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to department/program guidelines.
- Researches and compiles data from a variety of sources, some confidential in nature. Checks completed materials for accuracy and compliance.
- Prepares and publishes notices, including social media postings and webpage management, as directed and in accordance with established procedures and policy requirements. Checks completed forms and documents for accuracy and compliance prior to distributing the information through public or internal communication channels.
- Works independently to plan and arrange own work sequence; prioritizes projects and assignments, provides backup support to staff when needed, and reports operating problems to supervisor.
- In coordination with supervisor, maintains, amends, or develops program procedures, routines, and filing systems.

## ***Mandatory Qualifications***

- Education and Experience
  - Minimum high school diploma / GED
  - Minimum one (1) year of training and experience in the clerical and/or administrative field or any satisfactory combination of experience and training
- Skills
  - Advanced knowledge of clerical and administrative support profession
  - Advanced record-keeping skills
  - Knowledge of advanced bookkeeping-related functions
  - Ability to read and write proficiently
  - Excellent customer service and problem-solving skills
  - Knowledge of office procedures and operation of various office equipment
  - Advanced data entry and computer operations skills
  - Working knowledge of PC and word processing software

## ***Desired Qualifications***

- Ability to read and write Spanish
  - Some college-level courses in business management, accounting principles, and techniques of project management or other related field
  - Knowledge of specific PC word processing software utilized by the county and previous experience in an administrative position with a county department
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## ***Physical Demands***

May require moving materials, books, files, etc. up to 50 pounds. Long durations of sitting or standing.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.

## ***Working Conditions***

Professional office setting

## ***Supervisory Responsibility***

No supervisory responsibilities.