

PRINCIPAL PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position, while responsible for the performance of support functions for a program or service funded by government, has primary responsibility for the assignment of a specialized function which involves independent decision-making and accountability. When assigned responsibility for a specific function of a unit, which has differing guidelines and procedures than other office activities, this position acts as a technical resource person in that area, answering questions which others in the office would not have the training to address. This position differs from Program Assistant and Senior program Assistant by the overall complexity and impact of its program and its degree of accountability. Interactions with others tend to be at a higher level and involve considerably more explanation and justification. In addition, an employee at this level is required to respond to problem transactions brought to them from lower level employees and to initiate action to address the problems. Work is performed independently under prescribed guidelines, with unusual or precedent changing problems referred to the attention of the supervisor. This position may be responsible for supervising the work of lower level employees, including performance counseling and appraisals and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Specializes in providing services for a major internally or externally focused program such as records center management, supplies management, office computerization, grants award management, etc.;
2. Prepares and maintains policies and procedure manuals for use by other entities associated with program;
3. Reviews changes in requirements and regulations and develops or assists in developing appropriate changes in procedures;
4. Acts as a resource for other staff, the public, and clients in the area of program specialization; makes decisions on non-routine questions;
5. Reviews documentation associated with program for conformity with procedures and regulations; explains problems to users or clients and works to resolve such problems;
6. Assists in the preparation and maintenance of budget by tracking funds to identify shortfalls/overruns, transferring funds and preparing quarterly reports;
7. Collects, researches, and summarizes information from various sources and compiles for action by professional staff;
8. Attends specialized training in area of expertise;
9. May direct the work of a small staff involved in the program.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the rules and procedures of a specific program or service necessary to act as a resource and independently perform the work activities associated with that program;

Knowledge of rules and procedures for processing paperwork related to all office activities necessary to interpret changes in regulations and modify existing systems;

Knowledge of office practices necessary for dealing with staff, vendors and the public, filing and retrieving information and compiling and analyzing information;

Knowledge of computational skills to monitor unit activity, track budget accounts and oversee the purchase of supplies and equipment;

PRINCIPAL PROGRAM ASSISTANT (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Knowledge of software packages for word processing to produce a variety of reports and correspondence and for spreadsheets and database management to track information;
Knowledge of supervisory practices including scheduling, organizing work flow, resolving problems and evaluating staff performance;
Skill in operating office equipment to produce work accurately and efficiently;
Ability to act independently in carrying out the daily functions of a program or service;
Ability to speak knowledgeably and with authority about program functions and to advise staff on how to address situations that occur;
Ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on an analysis of data collected;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position (in some positions, may be required to transport objects/equipment weighting up to 45 pounds).

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and two years of full-time general office work experience which involved public contact and keyboarding;
OR: (B) Graduation from high school or possession of a high school equivalency diploma and four years of full-time general office work experience which involved public contact and keyboarding;
OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

In some positions, candidate may be required to possess a New York State Driver License at time of appointment and to maintain position.