

## **SENIOR PROGRAM ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a mid-level position responsible for providing direct support to a program or service. The position is found across a variety of offices and departments and requires the performance of various program support activities in addition to more routine clerical work. The incumbent typically has significant interaction with a variety of internal staff or people from outside the unit to provide detailed information and to resolve certain problems. The incumbent is often the expert in the subject area, or has responsibility for the day-to-day operation of the service. The position differs from Program Assistant and Principal Program Assistant in that it generally falls between the two titles in areas such as complexity of program, independence, number of individuals supervised, and overall impact of the service. Work is performed fairly independently under prescribed guidelines, with unusual or precedent changing problems referred to the supervisor. The position may be responsible for supervising the work of a small group of lower level employees, including performance counseling, 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 an internally or externally focused program such as mail collection and distribution management, payroll and benefit time tracking, workers compensation and health insurance, etc.;
2. Maintains databases and program related files and documents; prepares reports on activities;
3. Reviews changes in requirements and regulations and 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. Prepares and maintains procedure manuals;
6. Collects, researches and summarizes information from various sources and compiles for action by professional staff;
7. Attends specialized training in area of expertise;
8. May assist in the preparation and maintenance of budget by tracking funds to identify shortfalls, overruns, transferring funds and preparing quarterly reports;
9. May act as a secretary to an administrator or provide clerical support to a unit;
10. 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 adapt to 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;

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

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

**MINIMUM QUALIFICATIONS:**

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or completion of 60 credit hours of study at a regionally accredited or New York State registered college or university and one (1) year 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 three 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.

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ADOPTED:   07/03/99       6/21/20