

Jurisdictional Class: Competitive  
Adopted: September 9, 2015  
Revised:

**PROGRAM ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves the responsibility for assisting administration and staff with data gathering and research to support various programs and projects within the organization. The work is performed in accordance with accepted policies and procedures, under direct supervision, with leeway allowed for the exercise of independent judgment in carrying out the more basic details of the work. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Assists administration and program staff with data gathering and research to support various programs and projects;  
Under guidance, completes designated parts of assigned projects;  
Gathers information, enters data and uses data analysis programs, assists in preparation of reports, prepares a variety of records and correspondence, and other required documents;  
Assists in the development of educational materials, surveys, and evaluation materials;  
Participates in meetings and communications with community partners regarding collaborative programs and projects;  
Participates in activities and attends meetings related to various programs and projects and may gather and/or distribute program information;  
Assists with community outreach and educational services regarding agency programs and projects;  
Assists in the development and delivery of presentations on a variety of topics related to programs and projects;  
Performs routine assessments for compliance tracking;  
Understands and follows department policies, procedures, rules, and regulations;  
Participates in any required training for the agency and responds according to agency requirements;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:**

Good knowledge of the principles and practices of program management;  
Good knowledge of the techniques used in gathering and providing information for various programs;  
Knowledge of promotional, public relations, and educational techniques relating to on-going programs;  
Ability to communicate effectively both orally and in writing;  
Ability to establish and maintain effective relations with community agencies and people with diverse cultural, economic, and social backgrounds;  
Ability to work well with the public and agency staff;  
Ability to speak clearly and effectively to individuals and to groups;  
Ability to understand and assist in financial and billing processes needed to assist with reimbursement;  
Sound judgment;  
Flexibility.

Program Assistant

**MINIMUM QUALIFICATIONS:** Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree or higher; or
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and two (2) years of experience in a public health or human services field; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

**SPECIAL REQUIREMENT:** Assignments made to employees of this class require reasonable access to transportation to meet field work requirements in the ordinary course of business in a timely and efficient manner.