

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: PROGRAM ASSISTANT

BASIC FUNCTION:

Under the direction an Administrator, provide support and technical assistance to the Administrator, staff, parents, students, school sites and outside agencies (as appropriate) in areas related to the program; perform technical and clerical duties related to assigned activities.

ESSENTIAL FUNCTIONS:

Provide support and technical assistance to the Administrator, staff, parents, students, school sites and outside agencies (as appropriate) in areas related to the program; independently resolve issues or concerns, or direct to appropriate authority.

Answer and screen telephone calls; direct callers to appropriate authority or schedule appointments; interpret, apply, explain and provide information regarding policies, procedures, rules and regulations related to assigned activities.

Maintain a variety of complex records and files; operate a computer and assigned software; organize and compile reports requiring use of independent judgment; collect and compile statistical data and prepare program-related reports and summaries.

Monitor site reports and records related to program activities; receive packets and documentation from varies program-related sources (i.e. school sites); verify completion and accuracy of forms; treating confidential information appropriately.

Serve as a liaison between Administrator and others involved in program-related business; provide clerical support to staff and others as necessary; monitor and assure timelines are met.

May assure the coordination of and schedule a variety of meetings and appointments; schedule; request transcripts and/or related documentation; provide related assistance to sites.

May compose correspondence independently or from oral instructions; type letters, reports, memoranda, documents, Board agendas, records and other materials from straight copy, rough drafts or oral instructions; review, proofread and verify accuracy and completeness of documents.

Maintain confidentiality of sensitive and privileged information.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office methods, practices and equipment.
Basic research methods and report preparation techniques.
Record-keeping and filing techniques.
Interpersonal skills including tact, patience and courtesy.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Telephone techniques and etiquette.

ABILITY TO:

Provide support and technical assistance to the Program Administrator, staff, parents, students, outside agencies (as appropriate) and school sites in program-related areas.
Learn applicable sections of the State Education Code and other laws and regulations related to the program.
Perform technical and clerical duties related to assigned activities.
Maintain accurate and confidential files and records.
Meet schedules and time lines.
Establish and maintain cooperative and effective working relationships with others.
Work independently with little direction.
Operate a variety of office equipment including a computer and assigned software.
Conduct research and compile reports.
Type at 35 words per minute from clear copy.
Maintain confidentiality of sensitive and privileged information.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide quickly and accurately.
Analyze situations accurately and adopt an effective course of action.
Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate a computer keyboard.
Hear and speak to exchange information in person and on the telephone.
Sit for extended periods of time.
See to read a variety of materials.
Bend at the waist, kneel or crouch to file materials.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school and three years of clerical experience involving public contact and record-keeping.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

Constant interruptions.

HAZARDS:

Contact with dissatisfied or abusive individuals.