

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS
CLASSIFIED POSITION

JCN: 351
RANGE: 136
NON-EXEMPT

PROGRAM ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of responsible clerical and secretarial duties, involving frequent public contact requiring an understanding of a process or functional area at an assigned office and/or school environment; organize office activities and coordinate flow of communications and information.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist assigned program with technology, equipment, furniture and supply needs; coordinate purchasing, repair and maintenance of assets; order office supplies and equipment as needed by program, as approved.
- Assist with maintaining program records and electronic storage of records; assist in updating assigned program's document storage management system.
- Assist with monitoring, developing and maintaining program budgets and related reports as assigned; prepare and process purchase orders, invoices and requisitions; receive and process payments of program invoices with the approval of assigned supervisor; generate and transmit billing invoices for assigned program services and monitor receipt of payment thereof.
- Assist with preparing, reviewing and processing contracts for assigned program.
- Communicate with county office staff, students, parents and outside organizations to coordinate activities, exchange information; assist program and exercise sound judgement in resolving issues or concerns.
- Compile information, prepare and maintain a variety of records, reports and files related to program functions, students, financial activity, correspondence, purchases, staff and assigned duties; process a variety of forms and applications; duplicate and distribute materials as needed.
- Compose correspondence independently or from oral instructions; type letters, forms, reports, memoranda, fliers, agenda items, newsletters, bulletins, lists, fliers, notices, spreadsheets and other materials from straight copy, rough draft or oral instructions; proofread and verify accuracy of various documents.
- Coordinate travel arrangements for assigned personnel and make reservations as assigned; complete and process related reimbursements and other forms.
- Coordinate, schedule and attend a variety of meetings, workshops, in-services and other assigned events; prepare and send out notices of meetings; reserve facilities; collect and compile information for meetings, projects and workshops; take, transcribe and distribute minutes as directed; coordinate, set up and breakdown for meetings, workshops and other events and activities as assigned.
- Input a variety of data into an assigned computer system; maintain various automated records and files; perform work, requiring attention to detail, accuracy and verification of data and information; perform keyboarding, photocopying and other duties as assigned.
- Maintain and utilize calendar and deadline reminder systems; make and/or confirm appointments; schedule appointments and conferences as directed.
- Prepare workshop and training materials including, but not limited to, PowerPoint presentations, in coordination with assigned supervisor.
- Process employee and/or student attendance records and other related forms and

- documents in assigned area; communicate absences to designated personnel.
- Read, sort and date incoming mail; ensure outgoing mail is delivered in a timely manner; and when necessary, route mail to delivery service and follow-up on timely delivery.
- Receive, collect and process monies as assigned; maintain related records.
- Schedule and arrange interviews, appointments, conferences and other events; maintain confidentiality of sensitive and privileged information.
- Support the delivery of quality service, program goals and optimum work production.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including, but not limited to, tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.
- Operate a variety of office equipment including, but not limited to, a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations, vendors, parents, students or the public concerning assigned area; initiate and answer telephone calls; take messages; screen and route calls; greet and assist visitors; respond to inquiries and provide information related to assigned program(s), functions, schedules, activities, standards, policies and procedures.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Basic inventory practices and procedures.
- Business letter and report writing techniques.
- Methods of collecting and organizing data and information.
- Modern office practices, procedures and equipment.
- Principles and practices of data processing.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Terminology, practices and procedures of assigned office and/or school environment.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Add, subtract, multiply and divide with speed and accuracy.

- Assist in ensuring smooth and efficient office operations.
- Compile and verify data and prepare reports.
- Compose correspondence and written materials independently or from oral instructions.
- Ensure efficient and timely completion of office projects and activities.
- Establish and maintain cooperative and effective working relationships with others.
- Learn, interpret, apply and explain laws, rules, regulations, policies and procedures.
- Learn policies and objectives of assigned programs and activities.
- Maintain records and prepare reports.
- Meet schedules and timelines.
- Order, receive and maintain inventory of office supplies and equipment.
- Organize office activities and coordinate flow of communications and information.
- Participate in a variety of activities as assigned.
- Perform a variety of responsible clerical and secretarial duties, involving frequent public contacts and requiring an understanding of a process or functional area at an assigned office and/or school environment.
- Understand and follow oral and written directions.
- Understand and resolve issues, complaints or problems.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High school diploma, General Education Degree (GED) or State High School Proficiency certificate.

EXPERIENCE:

- Two years of responsible clerical or secretarial experience involving frequent public contact.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Office and/or school environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including, but not limited to, fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: November 14, 2017