

POSITION DESCRIPTION

(JD-2)
Revised 09/2015

JOB TITLE:

Program Assistant

SALARY RANGE: 7

REPORTS DIRECTLY TO:

Program Director

GENERAL DESCRIPTION:

Supports the Program Director by undertaking a variety of program-related administrative tasks. Program Assistants help in planning and organizing programs and carrying out daily operational duties.

SPECIFIC RESPONSIBILITIES:

1. Support Program Director in planning, organizing and implementing programs and policies.
2. Assist in scheduling projects for outreach workers, energy auditors, etc.
3. Facilitate the timely completion of programs by encouraging adherence to schedules and deadlines.
4. Assist in tracking, logging and reporting program/client information required by funding sources.
5. Prepare relevant paperwork and keep updated files and electronic records.
6. Contact with the public as required. Routes applicants to appropriate staff person.
7. Answers telephone, takes messages, answers routine requests and routes caller to appropriate staff person. Places calls as requested.
8. Works with Coordinators to establish and maintain accurate record files, including monitoring forms, correspondence, program material and any other files necessary for program operations.
9. Works with Coordinators to prepare and submit forms for payment of enrollee benefits and employer reimbursements.
10. Works with Coordinators to prepare for filing various forms as required, including follow-up information on program, eligibility review and any other required reporting.
11. Assists Program Director in preparing required reports.
12. Assists Program Director in drafting client and funding source correspondence and written communications from rough drafts. Proofreads typed copy to correct spelling, grammar and punctuation.
13. Provides appropriate files for the review of monitors as required.

14. Reviews all files for accurateness and completeness and responsible for completion of any required follow-up.
15. Fill in as receptionist, as needed.
16. Perform additional duties as assigned by supervisor.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Proven experience as Program Assistant or relevant position.
2. Working knowledge of program(s) and agency management practices.
3. Good understanding of funding source required software, computer programs, databases, etc.
4. Ability to greet the public and respond to inquiries in a friendly and objective manner.
5. Ability to work with low-income participants.
6. Ability to type 60 wpm accurately, using correct spelling and grammar.
7. Ability to use all office equipment and ability to learn how to use new technology, software, etc.
8. Knowledge of program filing system.
9. Ability to perform basic business mathematical calculations.
10. Ability to follow written and oral instructions.
11. Excellent knowledge and understanding of program eligibility criteria.
12. BS/BA in Business Degree/Administration or four years employment experience.

I accept the duties and responsibilities as outlined in this position. This position is not exempt from the overtime provisions of the Fair Labor Standards Act.

Signature of Employee: _____ Date: _____