
ADMINISTRATIVE PROGRAM TECHNICIAN I

Definition:

Assists administrators of programs and/or large-scale special events. Develops and maintains participant information. Develops and distributes announcements, flyers, registration forms and other materials that promote the programs. Provides administrative assistance to program leaders. Provides technical assistance to other staff on various aspects of work performed including use of technology to enter and access information.

Distinguishing Characteristics:

This position is the first level in the Administrative Program Technician series. The position requires coordination of some or all aspects of events. At this level, incumbents are expected to provide a full scope of service before, during, and after the events. They are also required to be the leader in organizing, coordinating, and implementing specific programs.

Supervision Exercised and Received:

Serves under limited supervision of a program administrator. The position may exercise leadership over other support staff and student help.

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

- Under direction of program administrator may plan, coordinate, and implement large-scale workshops and events. Develops and distributes flyers, newsletters, handbooks, course catalogs, and other materials to develop interest in and awareness of programs. Develops and maintains participant lists. May arrange for event sites, etc. May prepare program schedules and other materials.
- Maintains records and processes technical reports and documents requiring in-depth knowledge of the terminology, policies and procedures of department or area of specialized function. May contact external agencies for clarification on reporting requirements.
- Acts as an information source to district administration, school principals, agencies and others regarding departmental/unit policies, procedures and requirements; receives and interviews callers; provides information where judgment, knowledge and interpretation of established procedures and policies are required.
- Maintains lists and pertinent information of participants. Generates confirmation letters, invoices, billings, and other mailings.
- Arranges for special awards, depending on the nature of the program.
- Composes a variety of correspondence such as memos, forms, letters, reports, and agendas.
- Reviews and maintains financial information for at least one program. Receives, verifies, and enters information onto an automated accounting system, forwards financial documents to be processed, and reviews financial reports, evaluating for accuracy.
- Enters and updates information into system according to standard formats. Develops and customizes spreadsheets and databases to produce reports.
- Maintains a calendar of schedules, programs, deadlines, and due dates. Notifies and reminds staff of critical dates and events. May perform event registration duties such as originating and preparing registration packets, schedules, and other general correspondence, and arranging for meeting rooms.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- In-depth knowledge of all aspects of event preparation and planning, which includes coordination of events for large groups.
- Working knowledge of proper English grammar, spelling and punctuation, sufficient to prepare routine correspondence and documentation.
- In-depth knowledge of desktop publishing and related tools used for producing brochures, flyers, and newsletters. Requires a working knowledge of database, spreadsheet, and word processing.
- In-depth knowledge of accounting and record keeping practices and procedures.
- Working knowledge of special rules and regulations governing workshops.
- Sufficient problem solving skills to operate from an objective and develop sequenced action plans for completion of all phases of an assignment.
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient communication skills to greet and work cooperatively with clients and co-workers to convey a positive image of the organization.
- In-depth knowledge of departmental procedures and standing instructions related to work performed and the ability to clearly convey such information to others.
- Knowledge of safe work practices.

Ability to:

- Perform all of the relevant duties of the position with limited supervision and work independently to complete assignments.
- Understand and apply office rules, regulations and policies required for effective job performance.
- Work flexible hours, which may include evenings and weekends.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Read, understand, interpret, and apply information from service contracts, and state, federal, and local laws and regulations.
- Maintain confidential and sensitive information.
- Operate a personal computer using accepted office software that includes but is not limited to word processing, spreadsheets, relational databases, desktop publishing, report writing, and graphic layout, and the use of common office equipment.
- Type or keyboard accurately at a rate of 55 w.p.m. from clear copy.
- Analyze complex and sensitive problems and apply appropriate solutions.
- Write complex technical correspondence in a professional manner.
- Coordinate calendars and projects with administrative staff.
- Prioritize work in order to meet multiple deadlines and maintain schedules.
- Work effectively as part of a team devoted to customer service.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.

Computer Skills:

- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates, and use merge functions; create and modify styles, and use desktop publishing features to create complex documents.
- Advanced spread sheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts
- Advanced desktop publishing, including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes, link text in a newsletter document, and/or use layers and frames.
- Advanced database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists.
- Advanced electronic presentation software such as the ability to create a slide show, add new slides, change the template design, use transitions and other effects, create handouts, insert sounds and animation, set up and run a presentation from a LCD display
- Advanced Internet usage including the ability to configure your browser, find information on the Internet, perform custom searches, edit preferences, locate, download, and use photos, art, text, audio, video observing copyright regulations, and save material in a useable format
- Advanced email skills, including the ability to edit preferences, create folders and address books, appropriate use of reply and forward.

Education and Experience:

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Requires a High School diploma or equivalent supplemented by formal or informal education or training, which insures the ability to perform the duties listed above and to read and write at a level necessary for successful job performance.

Experience:

- Requires a minimum of four years of broad and varied experience in a general office or customer service setting, including at least two years experience in planning and coordinating conferences for groups and special events.
- Additional relevant experience in event coordination may substitute for post high school education.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of light-to-medium weight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words, colors, spatial relationships, and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Requires speaking and hearing ability sufficient to project voice to a group of people, speak and hear over the phone, and carry on routine conversations.

Work Environment:

The following conditions may be present:

- Work is performed in an office and/or a variety of off site locations with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Must have normal vision, corrected or uncorrected.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.