

**PROGRAM ASSISTANT**

**Definition:**

Performs or assists in a variety of responsible clerical and administrative support duties in the administration and management of the Child Care Planning Council of Sonoma County's programs; provides technical staff assistance to program clientele, funding agencies, and the Child Care Planning Council (CCPC) members; and performs other similar work as required.

**Distinguishing Characteristics:**

The Program Assistant is the entry-level class to the Program Administrator. Although this class is designated as entry level, the class performs responsible work duties related to the administration of the Council's programs. The individual is expected to meet deadlines through effective organization and prioritization of work. The Program Assistant is expected to be tactful, resourceful and effective in dealing with clients, funding agencies, and Council members. The individual is expected to function with considerable independence, possess detailed knowledge of program policies and procedures, and is directly responsible for certain tasks in program(s).

**Supervision Exercised and Received:**

The Program Assistant receives direct supervision from the Project Director.

**Examples of Duties and Responsibilities:**

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

- Keeps informed on current program policies, requirements, etc., including maintaining an operational knowledge of the child care infrastructure and early childhood education;
- Provides database management including data entry, data cleaning, and basic querying;
- Maintains excellent client relations, including prompt responses to inquiries and maintaining up-to-date client files;
- Provides extensive support, including technical assistance, to potential and existing program participants;
- Designs, prints, and distributes outreach materials and other client correspondence;
- Evaluates applications, educational transcripts, and other documentation;
- Maintains consistent communication with potential and existing program participants;
- Keeps informed on Council activities, including regularly attending monthly Council meetings;
- Assists in the development of presentations to community groups;
- Prepares and processes purchase orders;
- Assists in strategic planning with emphasis on maintaining high visibility in community;
- Coordinates community and committee meetings, including logistics and note-taking;
- Attends key meetings as necessary;
- In the absence of the Program Specialist, performs Specialist duties on a fill-in basis;
- May be called upon to assist with special events and special projects as assigned by the Project Director or Council; and
- Performs other duties as required to accomplish the objectives of the position.

**Employment Standards:**

Knowledge of:

- The child care infrastructure;
- The Child Development Permit Matrix;
- Key issues facing the child care field;
- College-level unit structures;
- General outreach methods and strategies;
- Basic structure of public programs, both federal and state;
- Basic tax code regulations; and
- Safe work practices.

Ability to:

- Establish and maintain cooperative relationships with clients, funding agencies, and CCPC members;
- Interpret and professionally explain program policies and procedures to existing and potential clients, communicate technical concepts to others and convey a positive, service-oriented image of the department;
- Skillfully operate computer and web-based programs necessary for the administration of program including Microsoft Access, Excel, Publisher and Word;
- Enter and retrieve data from database;
- Perform basic data analysis;
- Analyze educational transcripts including ability to differentiate between educational departments, semesters/quarters, and grades received;
- Communicate clearly and effectively orally and in writing, including sufficient command of English usage, spelling, grammar, and punctuation to prepare professional correspondence and standardized reports;
- Prioritize tasks to maximize efficiency and efficacy;
- Work independently with minimal direct supervision;
- Balance multiple tasks under pressure of deadlines with frequent interruptions;
- Keyboard to perform data entry onto pre-formatted screens and to compose correspondence at a rate of 50 w.p.m.;
- Use math skills sufficient to compute sums, quotients, fractions, percents, and ratios;
- Analyze technical problems and to develop and apply appropriate solutions;
- Read, understand and apply information from state and local laws and regulations; and
- Maintain confidential and sensitive information.

**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:

- An Associates degree, or the equivalent, preferably in early childhood education, supplemented by specialized training in database management and office procedures.

Experience:

- Two years professional experience in an office setting.

**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 weight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words, 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 hear over phone and carry on routine conversations.
- Must have normal (20/20) vision, corrected or uncorrected.

**Work Environment:**

The following conditions may be present:

- Position requires prolonged sitting in the performance of daily duties and frequent repetitive motion for inputting data and preparing other documentation. The individual often juggles multiple tasks and works under pressure of deadlines with frequent interruptions.
- Work is performed in an office environment 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).
- 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.