



JOB DESCRIPTION

<i>Title</i>	Program Assistant I		
<i>Department</i>	Various	<i>Job Class</i>	A 12 3
<i>Driving Required</i>	No	<i>Safety</i>	No
<i>Labor Union</i>	AFSCME Local 2746 Courthouse/Roads		<i>FLSA</i> Non-exempt
<i>Created</i>	May 2022	<i>Reviewed</i>	<i>Revised</i>

Purpose

Provides administrative, staff, and customer support to assigned department/division. Responsibilities include program activity coordination, customer service and communication, research and report-writing, basic bookkeeping-related functions, and data management.

Essential Functions

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Provides staff level support to program head and program personnel.
- Performs department reception and customer service duties. Professionally greets visitors, responds to incoming phone calls, provides accurate and timely responses to inquiries and complaints, and sends/receives emails and maintains ongoing communication with the public.
- Receives, transfers, or refers calls to appropriate sources; provides basic program information and policy interpretations related to department/program services.
- Accurately enters and retrieves data from computer files (e.g., legal forms, formal documents, patient records); interprets data for proper input to program formats. Processes, records, files, and distributes reports in a timely manner to appropriate parties.
- Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper formats, documents, and procedures.
- Creates a variety of documents such as letters, memos, reports, charts, forms, agendas, spreadsheets, tables, minutes, and legal documents. Verifies and corrects grammar, spelling, and formatting. Updates and maintains spreadsheets, databases, and reports and tracks/logs data for the department/program.
- Performs basic bookkeeping related functions for program. May include finds tracking, invoicing, balancing daily receipts, processing purchase orders, and depositing funds.



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Mandatory Qualifications

Education and Experience:

Minimum HS/GED plus one year of training and experience in the clerical and or administrative field or any satisfactory combination of experience and training.

Knowledge, Skills and Abilities:

Basic knowledge of clerical and administrative support profession including recordkeeping, bookkeeping related functions, office procedures and operation of various office equipment, data entry and computer operations, and working knowledge of PC and word processing software. Must be able to read and write proficiently. Excellent customer service and problem-solving skills.

Desired Qualifications

Ability to read and write Spanish. Some college-level courses in business management, accounting principles, and techniques of project management or other related field. Knowledge of specific PC word processing software utilized by the county and previous experience in an administrative position with a county department.

Physical Demands

Physical demands on the position are minimal involving movement of boxes, files, records, and other materials typically not exceeding 50 pounds. May frequently require long periods of sitting or standing.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.



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Working Conditions

Work is performed in a typical office environment.

Supervision Received and Exercised

Works under the direct supervision of the assigned supervisor. Supervision is not a responsibility of this position.