

**POSITION ROLE STATEMENT: Program Assistant Job Family**

<b>Role Purpose:</b> Provide administrative support to an individual/group.	<b>Initial Completion Date:</b> 07/22/2013 <b>Revision Date(s):</b>
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<b>Title: Program Assistant I</b>	<b>Work Environment</b>	<b>Scope, Effect &amp; Contacts</b>	<b>Supervisory Control</b>	<b>Education/Experience</b>	<b>Knowledge / Skills / Abilities</b>
<b>Summary</b> <ul style="list-style-type: none"> <li>Performs routine clerical and administrative support duties for one or several members of a department</li> <li>Performs work assignments for the department that are routine and involve a few tasks or procedures.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Performs work assignments for the department that are routine and involve a few tasks or procedures.</p> <p>Contacts are with staff in the same division or with members of the general public.</p> <p>Clarifies why the caller or visitor is in contact with the department and then refers the caller or visitor to the appropriate person</p>	<p>Works under direct supervision to perform routine tasks.</p> <p>For both one-of-a-kind and routine tasks, the supervisor provides specific assignments that are accompanied by detailed and specific instructions and the supervisor checks assignments for completeness and accuracy.</p>	<p>Post high school education preferred.</p> <p>One year responsible experience doing clerical and/or administrative support work or related education.</p> <p>Knowledge of general office procedures and ability to meet and deal with students, staff or outside contacts.</p> <p>Familiarity with working with computer database systems, word-processing and spreadsheet software preferred.</p> <p>Must be customer service and team oriented.</p>	<p>Has knowledge of basic or commonly used rules, procedures or operations, which require some previous experience or training.</p> <p>Has the skill to answer routine inquiries following detailed guidelines, to schedule appointments for supervisor based on specific instructions, to type letters and prepare reports from drafts and to set up and maintain office files.</p> <p>Processes forms and explains their use to users.</p> <p>Orders office supplies.</p>

<b>Title: Program Assistant II</b>	<b>Work Environment</b>	<b>Scope, Effect &amp; Contacts</b>	<b>Supervisory Control</b>	<b>Education/Experience</b>	<b>Knowledge / Skills / Abilities</b>
<b>Summary</b> Ability to perform all functions of the Program Assistant I and <ul style="list-style-type: none"> <li>May provide full administrative support services to one or two executives or meets a departments varied administrative/clerical needs</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Typically responsible for basic office procedures in the department</p> <p>Works with individuals or groups from outside the department. Identifies and locates the appropriate person to contact.</p> <p>The purpose of each contact is to plan, coordinate or advise on work efforts or procedures.</p>	<p>Works under direct supervision.</p> <p>Assignments are provided by the supervisor who indicates what is to be done, deadlines and priorities of assignments.</p> <p>The supervisor reviews completed work for accuracy and compliance with instructions and established procedures.</p> <p>Uses initiative for routine work and refers unfamiliar situations or problems to supervisor for assistance</p>	<p>Post high school education preferred</p> <p>Two years of increasingly responsible experience in administrative support work or related education.</p> <p>Knowledge of several different procedures and functions.</p> <p>Ability to maintain effective relations with students, staff or outside contacts.</p> <p>Experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Has knowledge of common office practices, procedures and policies.</p> <p>Screens mail, phone calls and visitors and refers to appropriate personnel.</p> <p>Arranges for conferences and meetings and makes travel/hotel arrangements.</p> <p>Attends meetings to take and distribute notes, composes routine correspondence and edits and prepares reports.</p> <p>Develops and maintains the department's record keeping procedures and files documents.</p>

Title: Program Assistant III	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Program Assistant I and II and</p> <ul style="list-style-type: none"> <li>• Works on independent, task oriented projects.</li> <li>• Has discretionary authority or independent responsibility for certain clerical services or for the operations of and services provided in their entirety by one-position offices.</li> <li>• Completed work is reviewed by the supervisor for accuracy, appropriateness and conformance to established policy.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Serves as a liaison between the supervisor and other departments.</p> <p>Consolidates reports and arranges meetings involving staff from outside the immediate office.</p> <p>The work affects the accuracy and reliability of further processes.</p> <p>Establishes and maintains effective contacts with individuals from inside and outside of the university.</p> <p>This regular contact requires tact, discretion and judgment.</p>	<p>Works under direct supervision</p> <p>The supervisor provides assignments, deadlines and priorities.</p> <p>Uses initiative in carrying out the recurring work of the department referring only problems and unfamiliar situations not covered by instructions to the supervisor for help.</p> <p>The supervisor reviews finished work for accuracy and compliance with instructions and established procedures.</p> <p>May supervise the work of junior level staff and student assistants.</p>	<p>Post high school education preferred.</p> <p>Three years of increasingly responsible experience in administrative support work or related education.</p> <p>Must be organized and able to work on many projects at the same time.</p> <p>Ability to maintain effective relations with students, faculty/staff and public.</p> <p>Experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Serves as a reference on a procedure or policy.</p> <p>May advise other staff of appropriate procedures to use for the particular area he/she serves as a reference for.</p> <p>Responsible for coordinating different procedures, each may involve numerous steps and for follow-up on several different record keeping functions.</p> <p>Schedules and maintains appointments/calendar for supervisors and/or department, and informs supervisors about appointments or other relevant matters.</p> <p>Compiles data and creates reports and maintains departmental records.</p> <p>Responsible for assigned projects and for summarizing materials.</p>

Title: Program Assistant IV	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Program Assistant I through III and</p> <ul style="list-style-type: none"> <li>Provides administrative support to a department or executive and is responsible for planning, prioritizing and organizing workload</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Identifies and resolves problems and situations that affect the flow of work with other departments or outside agencies.</p> <p>Modifies and devises methods and procedures that affect the accomplishment of the mission of the department.</p> <p>May serve as an office coordinator under general supervision.</p> <p>Acts as a liaison with other departments and outside agencies.</p> <p>The contacts include high-level staff both in and outside of the organization.</p> <p>Handles confidential and non-routine information and explains policies when necessary.</p> <p>Works independently and within a team on special nonrecurring and ongoing projects. Examples of this include planning and coordinating events, disseminating information, coordinating mailings and creating brochures.</p> <p>Promotes departmental services internally and externally.</p>	<p>Works under general supervision.</p> <p>The supervisor determines the objectives and priorities of the work in the department and assists the staff member with special assignments.</p> <p>The staff member plans and carries out the work and handles problems and deviations in accordance with established instructions or program goals.</p> <p>May hire, supervise and train several student assistants and train and direct the work of junior level staff.</p>	<p>Post high school education preferred.</p> <p>Four years of increasingly responsible experience in administrative support work or related education, including at least two years in a senior administrative support role.</p> <p>Experience working with high level executive officers and/or vice presidents.</p> <p>Able to work independently in the absence of specific instructions.</p> <p>Advanced experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Knowledgeable about the organization and functions of the department.</p> <p>Coordinates many different procedures, involving many steps and advises staff of appropriate procedures to use.</p> <p>Screens telephone calls, visitors and mail and disseminates information. Problems are handled by following established instructions or practices.</p> <p>Composes correspondence under guidelines from supervisor or for own signature when appropriate.</p> <p>Compiles data from a variety of sources and organizes information into a usable format.</p> <p>Employs effective follow-up systems to ensure that deadlines are met.</p>

Title: Program Assistant V	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Program Assistant I through IV and</p> <ul style="list-style-type: none"> <li>• Determines how best to support the department's mission by independently determining customer needs and responding to those requests.</li> <li>• Deals with a diverse group of external callers and visitors and internal contacts at all levels of the organization.</li> <li>• Independent judgment is required to plan, prioritize and organize diversified workload and to recommend changes in office practices and procedures.</li> <li>• May act on the behalf of the manager in his/her absence.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Identifies and resolves various problems and situations that affect the efficient flow of work between departments or outside agencies.</p> <p>Prepares important documents for university or outside organizations' use and is responsible for processes affecting other areas of the university (i.e. on-line input of payroll data information, electronic timecards, etc.).</p> <p>Acts as a liaison between the university and outside agencies.</p> <p>May be responsible for a unit's day-to-day operations and may, under general supervision, serve as an office coordinator.</p> <p>Acts as a liaison with other departments and outside agencies, including high-level staff.</p> <p>Handles confidential and non-routine information and explains policies when necessary.</p> <p>Resolves problems independently.</p> <p>Works independently and within a team on special nonrecurring and ongoing projects; including planning and coordinating events, disseminating information, coordinating mailings and creating brochures.</p> <p>Promotes departmental services internally and externally.</p>	<p>Works under minimal supervision.</p> <p>The Program Assistant V and supervisor jointly determine the position or department objectives.</p> <p>Together, the staff member and supervisor determine project deadlines.</p> <p>Resolves issues regarding policies and procedures in the absence of the manager.</p> <p>May hire, supervise and train a large number of student assistants and train and direct the work of junior level staff.</p>	<p>Post high school education preferred.</p> <p>Training or experience equivalent to five years of increasingly responsible work experience in a senior support role or related education.</p> <p>Ability to work with a minimum of supervision. Previous supervisory experience.</p> <p>Ability to independently analyze, recommend and implement new/changes to procedures.</p> <p>Advanced experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Knowledgeable about the department and the university.</p> <p>Works with confidential and sensitive information.</p> <p>Recommends, develops and implements new methods and policies to improve the office or service.</p> <p>Independently coordinates all details of events and meetings and works with internal and external contacts to solicit and coordinate services.</p> <p>Handles various situations and uses written and unwritten policies and practices in addition to judgment to resolve conflicts and concerns.</p> <p>May establish and maintain departmental information on web pages, perform desktop publishing, and create and develop visual presentations.</p> <p>Monitors selected budget items for departmental budgets (i.e. open commitments and fund transfers) and maintains financial records for department expenditures and events.</p>