

POSITION DESCRIPTION

Classification:	Program Specialist II
Title:	Program Specialist II
Employee Name:	Vacant
Program:	Customer Service
Division:	Administration
FTE:	1.0
FLSA:	Non-Exempt
Represented Status:	AFSCME
Salary Range:	11
Position Number:	636
Effective Date:	May 1, 2019
Revised:	August 5, 2016

Definition:

Under the direction of the Customer Service Manager, or designee, the incumbent performs a variety of highly complex and diverse technical support work for the Administrative Services Division and assists with building and maintaining customer service initiatives and goals while applying accomplished office/operational support skills; responsible for team collaboration, organization, prioritization, and coordination of multi-section work assignments for uniformity and consistency, while applying Lean principles.

The incumbent will utilize advanced technical administrative expertise, above average computer, office and grammar skills to make independent decisions and judgements for efficient and effective customer service and drafting work assignments. With considerable discretion within parameters of the classification, incumbent will assist in leading staff through process changes. The duties require the incumbent to be detail oriented and have the ability to coordinate work with others, and assist in the development and implementation of new workflows and processes to improve administrative support functions throughout the division. Additionally, the position works as a liaison with the Environmental Health supervisors. The Program Specialist II classification is distinguished from a Program Specialist I, in that the level II is an advanced technical expert in the Program Specialist series with specialized technical knowledge in administrative details, performs more technically complex and responsible support functions with significant consequence for error.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with experienced judgment, instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy. Reports to the Customer Service Manager, who reviews the work for accuracy, thoroughness and conformance to established practices and procedures.

Examples of Work Performed:

- Provide guidance and assistance, leading support staff through procedural changes for uniformity and efficiency.
- Apply change management processes and tools to recommend ideas, strategies, and support adoption of required administrative procedural changes.
- Assist with organization, coordination and prioritization of administrative functions throughout the division; assist with scheduling work assignments.
- Assist with orientation of new employees; train administrative employees, in procedures and office equipment/technology within area of assignment.
- Evaluates multi-section procedures and provides recommendations for revisions; designs and revises forms and documents to meet efficiency and customer service goals.
- Assists in the development of office operation procedures and protocols and recommends modifications to address better efficiency and effectiveness in the workplace.
- Retrieves and reviews data, verifies accuracy of data, conducts analysis of data, and prepares deadline-intensive reports.
- Provide customer service and administrative ~~ery~~; absences, overflow, procedural, deposit reconciliation, charge reversals and other.
- Provide administrative support, ideas, and assistance to other divisions as assigned.
- Prepare, format, proofread and edit documents.

Associated Duties:

- Participate in continuing education courses as appropriate to meet learning needs.

Knowledge, Skills and Abilities:

- Knowledge of public health policies, procedures, and structure.
- Knowledge of applicable local, state, and federal laws, codes, regulations and ordinances.
- Knowledge of Washington public records act.
- Knowledge of correct English grammar, spelling, punctuation, and vocabulary.
- Knowledge of modern office practices, procedures and equipment including personal computer and word processing, database and spreadsheet software.
- Knowledge of multiple computer programs including spreadsheet, database and word processing.
- Knowledge of organizing and leading groups toward common goals.
- Knowledge of principles and practices of training.
- Knowledge of effective presentation techniques to groups and individuals.
- Skilled in use of interpersonal skills using tact, patience and courtesy.
- Skilled in organization and coordination and scheduling of multiple tasks and projects.
- Skilled in positive and effective interaction with individuals of diverse cultural, social and economic backgrounds.
- Ability to work independently and exercise initiative, judgment and discretion.
- Ability to establish and maintain effective working relationship with co-workers, management, other employees, agencies and the general public.
- Ability to coordinate and collaborate reports and information from a variety of sources with unique, detailed, complex, and/or vague procedures or regulations.
- Ability to actively participate as an effective team player.
- Ability to understand and follow oral and written instructions.
- Ability to meet timelines and schedules.
- Ability to prepare and maintain accurate records and reports.
- Ability to read and interpret documents such as policy manuals, business periodicals, and technical procedures.

- Ability to respond to common inquiries or complaints from co-workers, customers, external agencies or the public.
- Ability to apply common sense understanding to solve practical problems or deal with several variables in standardized situations.

Job Location, Working Conditions and Equipment Utilized:

The incumbent will generally work in an office setting. The noise level in the work environment is usually moderate. The incumbent may be exposed to individuals who are irate or hostile. Typical business office machinery and equipment used include, but are not limited to computers, telephone, fax, copier, calculator, projector, and cash drawers.

Required Physical Traits:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals to perform the essential functions of the position.

- Requires manual and finger dexterity and hand-eye-arm coordination to write and to operate computers and a variety of general office equipment. Requires mobility to accomplish other desktop work, retrieve files, and to move to various locations.
- Requires visual acuity to read computer screens, printed materials, and detailed information; specific vision abilities required by this classification include close vision, distance vision and color vision, peripheral vision, depth perception, and the ability to adjust focus. Frequently required to talk, or hear effectively.
- May involve occasional kneeling, squatting, crouching, stooping, crawling, standing, bending, climbing (to stack, store or retrieve supplies or various office equipment or files).
- Lifting and carrying up to 50 pounds occasionally with or without assistance (example: box of copy paper).
- Requires the ability to communicate with others orally, face to face, video, by telephone and via email.

Education and Experience Required:

Education: Requires a high school diploma or equivalent.

Experience: Requires three years of clerical support experience (or combination of education, training and/or experience which provides evidence of the ability to perform work of the class.)

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

Licenses, Certifications and Other:

- An AA or other relevant degree, *preferred*
- Fluency in a foreign language, *preferred*
- Valid Washington State Driver's license or ability to obtain one within 30 days of hire and a driving record which meets the requirements of Snohomish Health District's insurance carrier
- Background check pursuant to RCW 43.43.830

Acknowledgement: Position description reviewed by Employee and Manager

Employee Signature: _____ Date: _____

Program Supervisor Signature: _____ Date: _____

Program Manager Signature: _____ Date: _____

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Division Director Signature: _____ Date: _____

Human Resource Signature: _____ Date: _____

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.