

POSITION DESCRIPTION

Classification:	Program Assistant I
Title:	Program Assistant I
Employee Name:	
Program:	Customer Service
Division:	Administration
FTE:	1.00
FLSA:	Non-Exempt
Represented Status:	AFSCME
Salary Range:	08
Position Number:	161
Effective Date:	
Revised:	January 2017, October 18, 2013

Definition:

Perform a wide range of clerical support activities in the Environmental Health and Vital Records including data entry and retrieval, typing/word processing, greeting the public, answering phones, filing, copying, fulfillment of public records requests, and other duties of a similar complexity. Incumbent must be familiar with quality improvement processes. Individuals assigned to this position are expected to learn and cross-train in multiple areas, and able to clearly communicate program specific information to the public.

Individuals assigned to this position are expected to apply above average clerical support skills to recurring and routine work situations and must understand the basic technical subject matter of the Division's functions.

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. Incumbents report to the Customer Service Manager who reviews work for accuracy and conformance to established practices and procedures.

Examples of Work Performed:

- Ability to maintain effective oversight of a demanding front counter area while providing administrative support to multiple sections, with a high emphasis on customer service.
- Prepare, format, proofread, and edit documents, including departmental meeting minutes, maintain electronic and hard copy documents and files.
- Process incoming mail; answer switchboard phone inquiries concerning specific departmental services and route to appropriate staff if needed.
- Perform cashier functions for various transactions, issue receipts and balance daily transactions, assuring checks and balances.
- Ability to decipher fee discrepancies on a variety of customer applications.

- Assist with the development of departmental administrative support procedures.
- Assist with orientation of new employees to front counter and console areas.
- Enters, tracks, reviews, and retrieves data in databases.
- Stock and fulfill copies and supplies for Division use.
- Ability to provide excellent customer service in person and over the phone with discretion and professionalism amid multiple interruptions.

Associated Duties:

- Perform other related duties as requested by the Customer Service Manager or the Director of Environmental Health

Knowledge, Skills and Abilities:

- Knowledge of modern secretarial and clerical office support practices, procedures, techniques and equipment.
- Knowledge of current and effective use of English grammar and of business arithmetic and the ability to edit and proofread
- Knowledge of personal computer principles, usage, systems and software applicable to the position.
- Ability to file both alpha and numeric.
- Ability to understand and execute oral and written instructions.
- Ability to understand workflows and initiate process improvements.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to greet the public in a courteous and helpful manner.
- Ability to prioritize workload.
- Ability to work independently and exercise initiative, judgment and discretion.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, other divisions and agencies, and the general public.
- Ability to rotate and assist other clerical support staff in all work units within the Division.

Job Location, Working Conditions and Equipment Utilized:

Work is performed indoors in an office environment utilizing standard office equipment and personal computer. The noise level is high to moderate times. Work is performed in a busy, fast-paced customer service front counter setting.

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: a box of copy paper).

Education and Experience Required:

Education: High school diploma or equivalent.

Experience: Six months of office clerical support experience (or a combination of education, training and/or experience that provides evidence of 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:

- 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
- Washington State Patrol background check pursuant to RCW 43.43.830

Acknowledgement: Position description reviewed by Employee and Manager

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager Signature: _____ Date: _____

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.