

CITY OF HAYWARD

PROGRAM ASSISTANT

DEFINITION

Under general supervision, recruits, trains and evaluates volunteer staff; and assists in the planning, organization, implementation and review of volunteer programs for the City Hayward.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Program Assistant series. Positions at this level are distinguished from the other class within the series by the level of responsibility assumed. Employees are responsible for recruiting, training, and monitoring volunteers and assisting in the daily activities of volunteer programs in the City of Hayward and/or assigned Departments for various outcomes-based services and activities to the public in partnership with community organizations.

SUPERVISION RECEIVED

Receives general direction from the Lead Program Assistant or management personnel.

SUPERVISION EXERCISED

Provides direct supervision to unpaid volunteers.

ESSENTIAL DUTIES

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

Recruits, interviews, selects, orients, trains and evaluates volunteers; recommends daily work assignments and activities to assure maximum program coverage and effectiveness; assures that all departmental procedures are followed; responds to public inquiries involving the volunteer program or staff.

Maintains systems for tracking volunteer program hours and performance measures. Maintains systems to track volunteer skills.

Maintains and physically organizes volunteer work areas; maintains current schedules, files and records. Prepares reports on volunteer activities.

Assists with the acquisition and distribution of volunteer supplies and equipment.

Assists with the coordination of donations and grants from private organizations and individuals.

Assists with the development and implementation of policies and procedures for implementing various volunteer, education and community programs; works with supervisors to identify needs

ESSENTIAL DUTIES (continued):

and opportunities for utilization of volunteers, and to design programs to fill those needs and achieve identified program outcomes.

Assists with the development and implementation of volunteer training and orientation programs in a variety of areas including program procedures, applicable laws and department policies, techniques for dealing effectively with the public, data collection and assessment tools, and the proper use of City and volunteer resources. Produces and updates volunteer training manuals and volunteer job descriptions.

Assists with representing the City's and/or assigned department's various programs to the public and news media through public service announcements, classes, workshops, events and presentations to local groups, schools and civic organizations and through personal contacts with community leaders.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of volunteer work and the operations and functions of municipal volunteer programs.

Community and government services, agencies and resources.

Principles and practices of customer service and community engagement.

Basic applicable education/tutoring program operations.

Basic laws and regulations relating to applicable program operations.

Principles of supervision, consensus building and conflict resolution.

Basic word processing, desktop publishing and spreadsheet applications (Microsoft Office program suite).

Ability to:

Assist in developing effective volunteer driven education/tutoring programs, policies and procedures to meet identified program goals.

Recruit, screen, select, train and evaluate volunteers.

Develop and maintain positive effective working relationships with community groups, organizations, co-workers, City departments and the public.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Communicate effectively with a wide range of clients and agencies

Work a flexible schedule; must be able to work weekends and evenings as required.

Prepare clear, concise written reports, letters and memoranda.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two (2) years progressively responsible experience in education/tutoring program coordination, customer service, project management or similar field.

Education: Equivalent to an Associate of Arts degree; Bachelor's degree in Humanities, Social Sciences, Counseling, or Education preferred.

Licenses and Certificates: Possess and maintain a valid California Class C Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software, including digital photography and power point and make presentations to various groups; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; interact with the public and all different levels of City staff in an effective and professional manner; travel to designated assignments. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

C506

AUGUST 2001

Revised: March 2017

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt