



DATE: March 16, 2017

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: Revised Job Description for Program Assistant and New Job Description for Lead Program Assistant

RECOMMENDATION

That the Personnel Commission reviews and comments on the revised job description for the position of Program Assistant and the new job description for the position of Lead Program Assistant to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

BACKGROUND/DISCUSSION

In addition to adoption and approval of the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

The Library and Community Services Department utilizes the position of Volunteer Program Assistant to manage numerous volunteers which support the Literacy Program and the Homework Center Program. The department expressed a need to update the current Volunteer Program Assistant classification whose incumbents oversee the above programs. The department also requested the creation of a higher level classification due to these rapidly expanding and popular community programs to assist the Department Manager and Literacy Program Coordinator in program development and implementation. Together with the department, Human Resources staff revised the Volunteer Program Assistant to a Program Assistant to address the department's need for recruitment and management of volunteer staff, program development and implementation. Subsequently, a new classification for Lead Program Assistant was created to address additional lead responsibilities needed to ensure the success of the above programs.

The Program Assistant job description has been revised to update the title, definition, supervision exercised, essential duties, job related and essential qualifications, experience and education, and to align the format to the current City standards. Furthermore, the additions

and changes clarify the distinguishing characteristics, supervision, and education and experience requirements for the Program Assistant. The changes to the job description are as follows:

Replaced title “Volunteer Program Assistant” with “Program Assistant”

Definition

Removed: “performs community liaison functions, coordinated public relations activities and education programs; and performs related work as required.”

Distinguishing Characteristics

Added:

- “...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...”
- “...recruiting, training, and monitoring volunteers and...”

Replaced:

- “is” with “are”
- “coordinating” with “assisting in”

Removed:

- “..., and”
- “delivering”

Supervision Received

Added: “Lead Program Assistant or”

Essential Duties

Added:

- “...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. Employee...”
- “Performs related duties as assigned.”

Replaced:

- “Schedules their” with “recommends”
- “Under direction, develops and implements” with “Assists with the development and implementation of”
- “Develops and implements” with “Assists with the development and implementation of”
- “Under direction, represents” with “Assists with representing”

Removed: “Represents the assigned department at workshops, conferences and coordinates volunteer meetings and events, including volunteer/staff appreciation events.”

Job Related and Essential Qualifications

Knowledge of

Added: "education/tutoring"

Replaced: "volunteer" with "education/tutoring"

Ability to

Added: "driven education/tutoring"

Removed: "Develop and/or"

Experience and Education

Replaced:

- "volunteer" with "education/tutoring"
- "in Public Relations, Public Administration or advertisement." with "...; Bachelor's degree in Humanities, Social Sciences, Counseling, or Education preferred."

The new duties for the Lead Library Program Assistant are as follows:

Lead Program Assistant

Essential Duties

- Under direction, develops and implements policies and procedures for implementing various volunteer, education and community programs; works with supervisors to identify needs and opportunities for utilization of volunteers, and to design programs to fill those needs and achieve identified program outcomes.
- Develops and implements 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.
- Under direction, represents 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.
- Represents the assigned department at workshops, conferences and coordinates volunteer meetings and events, including volunteer/staff appreciation events.
- Plans, assigns, and reviews the work of the assigned staff.
- Maintains systems for tracking intern timecards and volunteer program hours and performance measures.
- Maintains current intern and volunteer schedules, files, and records. Prepares reports on volunteer activities.
- Coordinates the distribution of volunteer supplies and equipment to satellite sites.
- Coordinates the donations and grants from private organizations and individuals.
- Assists professional staff with special projects as necessary.

FISCAL IMPACT

There is no economic impact as a result of changes to the Program Assistant job description. The classification is in the approved salary plan, and there is no recommended change to salary. The annual cost of salary and benefits for the Lead Program Assistant is under review and will be proposed in the FY 2018 Adopted Budget.

Prepared by: Lisette Del Pino, Human Resources Analyst II

Recommended by: Nina S. Collins, Director of Human Resources

Approved By:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is written over a horizontal line.

Kelly McAdoo, City Manager