

CITY OF HAYWARD

LEAD PROGRAM ASSISTANT

DEFINITION

Under general supervision, performs community liaison functions, coordinates public relations activities and education programs; assists in the planning, organization, implementation and review of volunteer programs for the City of Hayward; and performs the most complex of volunteer program clerical duties.

DISTINGUISHING CHARACTERISTICS

This is the lead level class of the Program Assistant series. This position is responsible for coordinating the daily activities of volunteer programs in the City of Hayward and/or assigned Departments, and for delivering various outcomes-based services and activities to the public in partnership with community organizations. This class is distinguished from the Program Assistant as incumbents in the latter are expected to perform lead supervisory duties and respond to the most complex Education Services requests including scheduling staff and paid interns, making presentations to large audiences, executing/monitoring community partner intern contracts, and responding to complex requests and problems that may arise in volunteer programs.

SUPERVISION RECEIVED

Receives general direction from the management personnel.

SUPERVISION EXERCISED

Exercises technical and functional supervision over assigned library personnel, paid interns, and volunteers.

ESSENTIAL DUTIES

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

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.

ESSENTIAL DUTIES (continued):

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.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of education/tutoring programs 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.

Program planning, development and implementation.

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).

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Develop and/or assist in developing effective education/tutoring programs, policies and procedures to meet identified program goals.

Train staff to recruit, screen, select, train and evaluate volunteers.

Plan, prioritize, assign, and review the work of others performing a variety of duties.

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

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 of experience equivalent to the Library Program Assistant or three (3) years progressively responsible experience in education/tutoring program coordination, customer service, project management or similar field.

Education: Equivalent to a Bachelor's Degree in Humanities, Social Sciences, Counseling, Education or a closely related field.

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;

SPECIAL REQUIREMENTS (continued):

travel to designated assignments. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

Job Code TBD

March 2017

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt