

CITY OF HAYWARD

LEAD PROGRAM ASSISTANT

DEFINITION

Under general supervision, coordinates education programs, performs community liaison functions, which may include providing direct service to community members, and coordinates public relations activities.

DISTINGUISHING CHARACTERISTICS

This is the lead level class of the Program Assistant series. This position is responsible 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 be responsible for program implementation activities which may include scheduling, making presentations to large audiences, executing/monitoring community partner contracts, and responding to complex requests and problems.

SUPERVISION RECEIVED

Receives general direction from the management personnel.

SUPERVISION EXERCISED

May exercise 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, education, community and volunteer programs; works with supervisors to identify community needs and opportunities and design programs to fill those needs and achieve identified program outcomes.

Develops and implements programs in a variety of areas including program procedures, applicable laws and department policies, techniques for effectively working with the public, data collection and assessment tools, and the proper use of City and volunteer resources.

Produces and updates training manuals.

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 meetings and events.

Plans, assigns, and reviews the work of the assigned staff.

Maintains systems for tracking activities and performance measures.

Maintains current intern and volunteer schedules, files, and records.

Prepares reports on volunteer activities.

Assists professional staff with special projects as necessary.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of case management, customer service and community engagement.

Program planning, development and implementation.

Community and government services, agencies and resources.

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:

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

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

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 two (2) years progressively responsible experience in case management, 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 PowerPoint 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.

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PROBATIONARY PERIOD: One (1) Year

Job Code C508

October 2018

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt