

POSITION DESCRIPTION

Program Assistant

PositionProgram Assistant

Department/SiteVarious

FLSANon-Exempt

Evaluated by

Salary Range24

Summary

Performs routine clerical duties that can be completed in an environment of constant interruptions. Perform receptionist duties for an assigned office. May sort and distribute mail. May answer and direct incoming calls on a multi-line phone system. Receives incoming calls, determines nature of business and directs callers to appropriate destination.

Essential Duties and Responsibilities

- Performs receptionist duties as assigned.
- Operates a complex multi-line computerized telephone system to receive incoming and facilitate outgoing calls. Takes and routes calls to appropriate departments or staff. Provides routine information to callers.
- Receives, sorts, and distributes incoming mail. Organizes mail.
- Performs clerical duties that can be handled in an environment with constant interruptions.
- May schedule, coordinate, and/or administer tests/interviews.
- Maintains records and filing of documents/data processed for ready information and compiles reports according to defined operating procedures.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

- Requires a basic knowledge of the operating characteristics of computerized branch exchange systems, including voicemail and call processing procedures, practices, and techniques.
- Requires general working knowledge of office and clerical procedures and equipment including computers utilizing word processing, and a telephone system.
- Requires sufficient math skills to record numerical sequences, sums, averages, and percentages.
- Requires sufficient human relations skill to convey a positive image of the District, to use proper telephone etiquette and explain services to callers, and to respond to in-person inquiries.

Abilities

- Requires the ability to successfully receive and route a large volume of calls per day.
- Requires the ability to operate CBX systems, including those with voice mail and call processing.
- Must have the ability to communicate clearly and accurately under stressful conditions.
- Requires the ability to prepare correspondence on standard formats using personal computer word processing.

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Physical Abilities

- Requires the ability to function indoors and outdoors performing work of a moderately active nature.
- Requires sufficient hand-eye coordination to use a computer keyboard at an acceptable rate.
- Requires sufficient visual acuity to recognize people, numbers, and words.
- Requires auditory ability to carry on conversations in person and on the telephone, and to hear sound prompts for equipment.

Education and Experience

- A high school diploma, or the equivalent, and two years of clerical/receptionist experience.

Licenses and Certificates

- May require a valid California drivers' license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.