



# LAKE COUNTY OFFICE OF EDUCATION

TO TEACH. TO SERVE. TO LEARN.

**Position Title:** Program Assistant I, II, III

**Position Summary:** Under the direction of an assigned Coordinator or Director, perform responsible secretarial and clerical work related to the assigned functional area; assist with administrative matters requiring knowledge of department policies and procedures, related LCOE rules and regulations, federal guidelines, and related codes and laws; organize and coordinate office activities and communications.

**Distinguishing Characteristics:**

**Program Assistant I** - incumbents perform complex, specialized secretarial duties for an administrator at the Coordinator or Director level responsible for a Countywide program or function.

**Program Assistant II** - incumbents provide advanced complex secretarial duties in support of an administrator at the level of a Director for multiple countywide or very large programs.

**Program Assistant III** - incumbents perform advanced highly complex secretarial duties for Directors. They may have audit or oversight responsibility for the work products of an entire division of countywide services.

**Representative Duties:**

- Perform responsible secretarial and clerical work related to the function and programs to which assigned; plan, organize and coordinate activities to assist designated program administrator.
- Organize and coordinate office workflow to assure the proper and timely completion of work; monitor and adjust assignment to assure work is completed in accordance to established standards and procedures
- Greet visitors and answer telephones; provide information or redirect visitors and callers to appropriate personnel; provide detailed information and answer questions regarding LCOE and department programs, policies, procedures and regulations
- Organize and establish filing and record-keeping system; sort and route mail and correspondence for administrator's personal reply or signature.
- Assist in preparing and maintaining budget and other financial records for assigned programs and functions; requisition office supplies and materials to assure adequate inventory levels; record expenditures for equipment, supplies and maintenance; arrange for payments, purchase orders, and other expenditure documents.
- Compile difficult and complex statistical and written reports from a variety of sources; assist in organizing materials for special projects.

- Assure timely communications between department and LCOE employees and County, State, and federal agencies; make telephone calls to receive and transmit information; type memos, bulletins, letters and notices.
- Compose, prepare, and distribute/mail correspondence, handouts, meeting agendas, workshop flyers and other materials independently or from oral instructions.
- Research and compile information and compute statistical information for Federal, State, and LCOE reports.
- Use program-specific database software; create reports.
- Prepare and maintain a variety of items including inter-office communication, requisitions, forms, letters, special project reports, legal documents and other materials; establish and maintain project and confidential files
- Prepare and maintain a variety of complex records, time sheets, lists, and files records including confidential materials.
- Schedule, arrange and confirm appointments and meetings and maintain the administrator's calendar; arrange travel reservations and accommodations
- Attend a variety of meetings as required; prepare and send out notices of meetings; collect and compile information for meetings, projects and workshops; prepare and distribute minutes
- Assist with the registration and collection of funds for LCOE, parent and agency participants in various meetings, workshops, and other activities; makes deposits.
- Operate office equipment such as a microcomputer, computer terminal, typewriter, fax machine, modem, printers, copier and calculator; utilize word processing, spreadsheet, database, graphics, and other applicable software applications;
- Drive an automobile to various sites to conduct work as required
- Perform related duties as assigned

***Knowledge and Abilities:***

***Knowledge of:***

- LCOE and department organization, operations, policies, objectives, and terminology  
Applicable sections of the State Education Code and other applicable laws. Responsible secretarial and clerical methods and responsibilities
- Software applications used within the department.
- Modern administrative office practices, procedures and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Basic budget preparation and monitoring and control methods.
- Financial and statistical record-keeping techniques
- Telephone techniques and proper phone etiquette.

***Ability to:***

- Plan and organize work
- Meet schedules and time lines
- Analyze situations accurately and adopt an effective course of action.
- Maintain a variety of records including statistical and financial data

- Operate a microcomputer, computer terminal, and related software applications to enter data, maintain records and generate reports.
- Keyboard at 50 words net per minute from clear copy.
- Compose correspondence and written materials independently.
- Work independently with little direction
- Relate positively with peers, supervisors, the public, and other agencies using tact, patience, and courtesy
- Maintain records and prepare reports
- Work confidentially with discretion.
- Communicate effectively both orally and in writing
- Complete work with many interruptions
- Schedule and coordinate arrangements for travel, meetings, workshops and conferences.

***Education and Experience:***

***Education:*** High School graduate or equivalent.

***Experience:*** Three years of increasingly responsible clerical experience.

***Licenses and Other Requirements:***

- Possess a valid California driver's license and the availability of an automobile with the liability coverage required by the LCOE policy.
- Possess current Tuberculosis (TB) Screening/Certification.
- Cleared background check through California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) prior to starting employment with the agency. The agency also receives subsequent arrest information from DOJ if any penal code infractions occur.

***Salary:*** Appropriate placement on Classified Support Staff Salary Schedule, depending on level of responsibility. Program Assistant I: CL 46; Program Assistant II: CL 42; Program Assistant III: CL 34. Detailed salary schedules can be found on the Lake County Office of Education Website ([www.lakecoe.org](http://www.lakecoe.org)) under Human Resources. This classification is FLSA (Federal Labor Standards Act): Non-Exempt.

***Working Conditions:***

***Environment:*** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office environment;
- Some travel to various school district offices and sites as needed;
- Occasional travel within California.

***Physical Abilities:*** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Physical, mental and emotional stamina to perform the duties and responsibilities of the position under sometimes stressful conditions; (e)
  - Manual dexterity sufficient to write, use telephone, business machines, operate an automobile; (e)
  - Vision sufficient to read printed materials; (e)
  - Hearing sufficient to conduct in person and telephone conversations; (e)
  - Speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone, and in addressing groups; (e)
  - Physical agility to push/pull, squat, twist, turn, bend, stoop, and to reach overhead; (e)
  - Physical mobility sufficient to move about the work environment (office, District, from school or home site to site); (e)
  - Drive an automobile and respond to emergency situations; (e)
  - Physical strength sufficient to lift twenty-five (25) pounds; (e)
  - Physical stamina sufficient to sit for prolonged periods of time; (e)
  - Mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions. (e)
- (e) = essential

***Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. Please contact Human Resources to request reasonable accommodations.***

***Hazards:***

- Driving a vehicle on country roads and on occasion during adverse weather conditions.

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