

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Program Assistant I**

**Class Code: 11041**

**Pay Grade: GG**

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### **A. Purpose:**

Assists program professionals by implementing programs and activities with developed processes; making decisions on behalf of program professionals within established work processes related to the program; and interpreting program-specific guidelines to answer questions and advise others on specific program issues or matters.

### **B. Distinguishing Feature:**

The Program Assistant I independently implements work processes and develops procedures for assigned work within limits set by program professionals; makes choices within specified, acceptable standards and practices; informs and educates others to clarify program intent and guidelines; and speaks on behalf of program professionals for whom he or she provides assistance. The impact of work done by this class is primarily internal, for example, recording statistics, compiling data for required reports, monitoring deadlines and other time factors, monitoring compliance with program guidelines, updating technical tools, etc. Positions at this level do not provide clerical support.

The Program Assistant II develops processes to implement program objectives, makes decisions within policies set by program professionals and the guidelines of a program or professional subject area, evaluates program processes to determine effectiveness, and negotiates among program providers and users to obtain cooperation where no formal rule or law exists. The impact of work done by this class is more external because of work process development, quality control, and interaction with program service providers and users.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Manages data collection systems to ensure capability of evaluating program effectiveness and efficiency, meeting reporting requirements, and monitoring compliance.
  - a. Develops data systems to meet established data recording and reporting requirements or conveys requirements to system developers.
  - b. Develops and schedules training workshops to educate department staff and program users on reporting requirements and system access.
  - c. Monitors incoming data for compliance with reporting requirements and works with data reporters to develop corrective actions.
  - d. Selects and compiles data into reports.
  - e. Maintains system integrity by incorporating updated technology and implementing archival procedures.
2. Assists program professionals with operational processes to facilitate daily business functions.
  - a. Develops formats for recording and reporting on grants, loans, fees, and other money.
  - b. Verifies that work done by consultants is in compliance with contracts and authorizes payment of claims for reimbursement.
  - c. Purchases efficient inventories of supplies, recommends products, negotiates contracts with suppliers, and resolves vendor problems.

- d. Schedules repetitive activities into daily program routines.
- e. Monitors processes to ensure all required steps and documentation are completed in compliance with program guidelines.
- f. Initiates internal budget processes, compiles budget data, and monitors deadlines.
- g. Participates in program planning by recommending changes in procedures and budgetary needs.
- h. Answers requests for information about program processes by interpreting guidelines, developing informational material, conducting training workshops, and compiling data for reports.

3. Performs other work as assigned.

#### **D. Reporting Relationships:**

Reports to a program professional; may provide work direction to others.

#### **E. Challenges and Problems:**

Challenged to maintain knowledge of continually evolving program procedures, and ensure they are implemented efficiently. This is challenging because changes must be evaluated for their impact on program services, altered if necessary, incorporated into existing practices, and communicated to those who need to know, without interruption to program services. Further challenged to maintain knowledge of program intent and objectives to provide accurate interpretation and information to providers and users.

Problems include evaluating issues for importance before relaying them to managers; maintaining deadlines with changing priorities; and evaluating numerous and variable data to determine a practical course of action within an established process.

#### **F. Decision-making Authority:**

Decisions include how to carry out processes in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available; whether or not procedures within assigned functions are effective and how to revise them; and how to most effectively communicate information and guidelines regarding program services and processes to a variety of users.

Decisions referred include those that require application of professional theories; policy development and revision; and development of processes that have an impact on program objectives.

#### **G. Contact with Others:**

Daily contact with program staff to clarify procedures and interpret program intent; weekly contact with program professionals to receive interpretations of program requirements, provide routine reports and updates, and participate in program planning; and with users of program services to communicate updates in procedures and other guidelines; and occasional contact with users of program services for the purpose of monitoring compliance such as scheduled audits and on-site reviews.

#### **H. Working Conditions:**

Typical office environment.

## **I. Knowledge, Skills, and Abilities:**

Knowledge of:

- work processes pertaining to public administration and management;
- work processes and practices pertaining to a professional subject area;
- basic statistical measures;
- research methods;
- database development and maintenance.

Ability to:

- interpret and comprehend program guidelines and procedures;
- communicate effectively;
- gather, interpret, report, and use information concerning assigned activities;
- assess process effectiveness and develop changes or alternatives;
- train and provide guidance to staff and service users;
- use personal computers and software;
- conduct research, and compile and analyze data;
- establish and maintain effective working relationships with staff and the public.