

CITY OF CHATTANOOGA

Classification Specification Title: Program Assistant II

Department: Early Learning

Pay Grade: GS.04

Supervision Received From: Dir. FGP Program

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 1/17/20

**Revision Dates: 4/3/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing the duties of the Administrative Assistant, creating and maintaining confidential department/employee files and processing work orders, accounts payable. Duties include collecting information from Program Director and department staff to be organized and distributed and providing some statistical data to create basic reports. Work is performed with moderate supervision.

SERIES LEVEL: This is the second level of a two level series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Performs various routine clerical duties, utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; maintaining appointment calendars and schedules; keyboarding information into databases; making photocopies; performing data entry; faxing documents; typing; requisitioning supplies and word processing.

Responds to requests for information from the general public; greets public; answers routine questions; directs callers to appropriate internal departments and/or external organizations. Enters information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibility.

Processes stipend payroll; reconciles discrepancies; submits report for processing; distributes checks. Prepares quarterly budget and in-kind reports

Maintains program forms, volunteer leave records to include accrual and usage, and Policy and Procedures Manual. Organizes and maintains files, including creating and maintaining confidential department/employee files; files documents alphabetically, numerically or by other prescribed methods.

Processes, receives, sorts and distributes a variety of correspondence, notices, website requests; reservations, timesheets, invoices, work orders, reports, service requests, travel forms, materials, deliveries, mail and/or other applicable items. Assembles application packages.

Compose, edit and distribute biannual newsletter. Composes a variety of routine and/or specialized correspondence, reports, documents, brochures, posters, contracts, applications, forms, memos and/or other applicable materials; verifies and edits grammatical composition.

Assists with enrollment and qualification procedures according to Federal guidelines.

Assists with program meetings, recognitions, orientation, in-service training and/or special events which includes preparing meeting agendas; scheduling; preparing and disseminating invitations; coordinating and assembling applicable materials; setting up rooms; may take and disseminate meeting minutes; ordering meals and snacks; receiving attendance confirmations and/or performing other related activities.

Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies; follows up on orders and deliveries.

Assists with coordinating department activities such as tracking work orders, reporting building maintenance issues, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information and providing related support.

Participates in special projects, out of town training and/or other activities in support of efficient and effective department operations

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED plus training or experience to an Associate's Degree in community or social service plus one (1) year work experience in bookkeeping/administrative assistant field; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:None

SUPPLEMENTAL INFORMATION:

Knowledge of customer service principle; English language, grammar and punctuation; modern office procedures, methods and equipment; meeting and/or special event scheduling techniques; basic report preparation techniques; recordkeeping principles; keyboarding techniques and filing principles and practices. Skill in using computers and related software applications; providing customer services; filing; composing a variety of business correspondence; scheduling and coordinating special events and meetings; processing financial documents, preparing and proofreading a variety of routine reports and/or documents; maintaining confidentiality; maintaining records and files; oral and written communication and interpersonal skills as applied

to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Light Work: Exerting up to 20 pounds of force frequently and/or a negligible amount of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodation with the employer.