

Nebraska Department of Education
Classification Specification
Established: 6/02 Revised: ~~6/07~~ 6/5/14

Job Code: EDB301/EDR301/EDO301
Pay grade: 36

Program Associate I

Purpose of Class: Performs office support, record keeping, and follow-up functions to assist staff in implementing programs; may interact with clients or the general public in the performance of assigned responsibilities.

Distinguishing Characteristics

Level: First in a series of four

Work Direction Received: Works under direct supervision

Direction of Others: None

Scope/Nature of Discretion: Minimal discretion; performs duties within well-defined boundaries

Examples of Duties

Serves as general program support within a specific program to assist staff in carrying out the work of the program; keys, files, maintains records, and provides program information to internal and external customers.

Enters data, keys letters, lists, forms, and other documents from rough draft or based on knowledge of program procedures; prepares reports and correspondence from drafts; gathers and organizes information into summary reports.

Provides program information to other staff, clients, and external customers according to established criteria and procedures.

Collects, documents, and maintains files related to program(s).

Screens incoming calls, gathers initial information, and responds according to established program procedures or refers call to appropriate program staff; may greet and assist the general public by providing information or otherwise responding to the request.

Maintains office equipment; orders supplies, equipment, and publications.

Sorts and distributes mail; prepares form letters and other materials, including bulk mailings, relying on established correspondence guidelines and/or staff instructions; copies/faxes/scans various materials and documents.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent; ~~secondary/postsecondary related coursework, or on-the-job training, in office practices and procedures and some experience related to the essential functions of the position. Any equivalent combination of education and/or work experience may be substituted in order to meet the minimum qualifications of the position.~~

Knowledge and Abilities

Knowledge

- Formats used in written business communications
- English grammar, spelling, and composition needed for correspondence
- Types and uses of office equipment
- Computer software applications including word processing, spreadsheets, presentations, databases, and website development and maintenance
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions, and specialized terminology

Abilities

- Communicate orally and in writing with co-workers and the public
- Establish and maintain effective working relationships
- Understand and apply written/oral instructions and administrative policies/guidelines
- Locate and summarize information from files and documents
- Maintain the confidential nature of information
- Operate office equipment, including computer, to perform required duties