

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

Job Code: EDB302/EDR302/EDO302
Paygrade: 38

Program Associate II

Purpose of Class: Performs a variety of clerical, record keeping, and follow-up functions to assist staff in implementing programs; serves in a support capacity within a defined program; processes and reviews documents to determine compliance; may interact with internal and external clients.

Distinguishing Characteristics

Level: Second in a series of four

Work Direction Received: Works under close supervision

Direction of Others: None

Scope/Nature of Discretion: Limited discretion; performs duties and exercises some independence 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.

Reviews and processes documents, verifies information for accuracy and completeness, and screens documents based on guidelines, standards, policies, and criteria; identifies compliance with program rules, regulations, and guidelines and/or eligibility for program/services.

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

Collects, documents, and tracks data related to program(s); maintains various records and places documents in appropriate files.

Screens incoming calls, gathers initial information, and responds according to established program procedures or refers call to appropriate program staff; greets and assists the general public by providing information or otherwise responding to the request, relying on program criteria, rules, and policies.

Maintains office equipment; orders supplies, equipment, and publications; may investigate and make purchase recommendations.

Examples of Duties (continued)

Sorts and distributes mail; prepares form letters, group e-mails, bulk mailings and other materials, 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; ~~postsecondary coursework in office practices and procedures; and~~ one year of experience related to the essential functions of the position. ~~office support and/or customer service work experience.~~ 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
- Basic understanding of program rules, regulations, and guidelines

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
- Prepare a variety of internal reports and documents