

Nebraska Department of Education
Classification Specification
Established: 6/02 Revised: ~~2/14-65/14~~

Job Code: EDB303/EDR303/EDO303
Paygrade: 40

Program Associate III

Purpose of Class: Performs complex program support functions to assist administrative/professional staff in implementing programs; exercises procedural control over the nature and scope of performed tasks; frequent contacts with internal and external clients; may be responsible for operations related to video conferencing, distance learning, and other digital technology services.

Distinguishing Characteristics

Level: Third in a series of four

Work Direction Received: Works under close/general supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/Nature of Discretion: Limited/General discretion; performs duties with some/moderate opportunity to exercise independence according to policies and procedures

Examples of Duties

Serves as program support within a specific program to assist staff in carrying out the work of the program; provides information, such as program criteria, rules, and coverage to clients; provides work direction/guidance to program staff members.

Reviews and processes a variety of moderately complex program documents to determine compliance with program rules, regulations, and guidelines and/or eligibility for program/services; verifies information for accuracy, completeness, eligibility based on guidelines, standards, policies, and criteria; answers questions regarding the program via telephone, correspondence, or face-to-face contact.

Assists the public by providing information on program criteria, rules, and policies; provides guidance and assistance to clients and assists clients with tasks such as completing various documents and applying for and receiving services while utilizing knowledge and understanding of established policies, procedures, and program rules, regulations, and guidelines.

Collects, documents, and tracks data related to program(s); enters and retrieves data from computerized record system and maintains program records and files.

Follows up with clients to request and/or obtain information and respond to inquiries; drafts routine correspondence.

Gathers, analyzes, interprets, and organizes information into summary reports.

Examples of duties (continued)

May schedule, set up and operate video conferencing, distance learning and satellite delivery equipment; schedule, operate, and manage technology equipment; provide video production and digital photography services; provide assistance for miscellaneous requests for desktop publishing and printing projects.

Reviews and processes a variety of complex program documents to determine compliance with program rules, regulations, and guidelines and/or eligibility for program/services; verifies information for accuracy, completeness, eligibility based on guidelines, standards, policies, and criteria; answers questions regarding the program via telephone, correspondence, or face-to-face contact.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent; ~~postsecondary coursework in office practices and procedures; and~~ two years of experience related to the essential functions of the position, office support and/or customer service work experience; may require familiarity with basic accounting procedures. 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
- Moderate understanding of program rules, regulations, and guidelines
- Working knowledge of video conferencing, distance learning, satellite delivery systems, photography, and videography

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
- Operate equipment for video conferencing, distance learning, satellite delivery systems, and digital cameras
- Understand program policies and procedures so as to advise staff and the public