

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

Job Code: EDB304/EDR304/EDO304
Paygrade: 42

Program Associate IV

Purpose of Class: Performs complex and lead program support functions to assist administrative/professional staff with program and administrative operations; frequent contact with internal and external clients.

Distinguishing Characteristics

Level: Fourth in a series of four

Work Direction Received: Works under general supervision

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

Scope/Nature of Discretion: General discretion; performs duties with a moderate opportunity to exercise independence within broadly-defined policies and procedures

Examples of Duties

Works independently on a majority of program support activities within a specific program; makes decisions for recurring and moderately complex administrative support functions; provides information of program criteria, rules, and coverage to clients.

Collects and summarizes data from various records to measure progress and facilitates program planning; reviews policies and procedures for compliance; performs work on special project/program assignments.

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.

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

Follows up with clients to request and/or obtain information and respond to inquiries; composes correspondence ranging from a routine to a moderately complex nature.

Examples of Duties (continued)

Gathers, analyzes, interprets, and organizes information into summary reports; monitors correspondence, collects background information, and writes responses to ensure proper disposition of inquiries.

May supervise and/or provide work direction and guidance to other staff members, including assigning work, monitoring quality, and providing training assistance.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent; ~~postsecondary coursework in office practices and procedures; and~~ three 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
- Advanced understanding of program rules, regulations, and guidelines
- Program priorities, functions, and commitments

Abilities

- Communicate orally and in writing with co-workers and the public
- Establish and maintain effective working relationships
- Understand and apply written and oral instructions
- 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
- Understand program/Agency policies and procedures so as to advise staff and the public in written and oral communications
- Interpret and apply rules, administrative policies, and program guidelines
- Direct the work of other staff within the program
- Formulate and recommend alternative courses of action