CLASS SPECIFICATION
CalWORKS Program Assistant

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, prepares or assists in preparing CalWORKS program-related outreach, marketing and other materials; performs assigned administrative duties in support of the CalWORKS program; provides routine assistance and support to participants, District management and staff and others; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
CalWORKS Program Assistant performs responsible program administrative support functions, including the preparation of outreach, marketing and other materials, and provides assistance and service to program participants, other agency representatives, District staff, the public and others. Work assignments require general knowledge of the CalWORKS program, including goals, objectives, populations served, partner-agencies, policies, procedures and technical requirements specific to job functions and creativity and initiative in carrying out assigned job responsibilities.

CalWORKS Program Assistant is distinguished from CalWORKS Program Student Advisor in that incumbents in the latter class have direct case coordination duties for a large number of assigned participants. Work requires frequent interaction on a variety of issues that may be routine to highly sensitive and confidential in scope with participants, external agency representatives and District management and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Prepares a variety of documents and materials for program, including informational, marketing and outreach materials; with supervisory input and utilizing specialized publishing software, requests and gathers information for, provides assistance in article-writing, formats, assembles, coordinates production of and distributes monthly newsletter; creates flyers, invitations, certificates and other assigned materials; utilizes databases and other computer applications to assist with assigned program duties; prepares and submits required forms.

2. Provides routine Program information to participants, other agency representatives, other District departments and staff and the public; answers, screens and directs telephone calls and takes messages; as requested, initiates telephone calls to request, provide or verify routine information; greets and
directs visitors; responds to routine questions and complaints from participants, other agencies, District staff and the public and/or refers to the appropriate staff member.

3. Performs basic intake activities for participants and provides students with general information and assistance in the completion of required paperwork; schedules counselor and program advisor appointments.

OTHER DUTIES
1. May provide back-up support to other clerical staff.

QUALIFICATIONS

Knowledge of:
1. Basic principles and practices of public outreach and involvement, including marketing principles and practices.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. Uses of word processing, spreadsheet, database and other standard software to create documents and materials.
4. Office administrative practices and procedures.
5. District and CalWORKS program organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.

Ability to:
1. Operate a computer using database, word processing, publishing and other standard business software.
2. Organize, set priorities and exercise sound judgment within areas of responsibility.
3. Interpret, apply and reach sound decisions in accordance with District, program and department policies and procedures.
4. Communicate clearly and effectively, orally and in writing.
5. Understand and follow written and oral instructions.
6. Prepare clear, concise and accurate marketing and other written materials.
7. Use tact, diplomacy and discretion in dealing with sensitive situations and concerned individuals.
8. Establish and maintain highly effective working relationships with District management, faculty, program participants, staff, students, other agency representatives, the public and others encountered in the course of work.
Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of progressively responsible administrative support experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
None.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with program participants, College management, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.