

COLUSA COUNTY OFFICE OF EDUCATION

CATEGORY: CLERICAL

CLASS: OFFICE ASSISTANT

JOB TITLE: PROGRAM ASSISTANT-FAMILY ACTION CENTER

BASIC FUNCTION:

Under the direction of the First 5 Colusa Director, performs a variety of family support, case management, and clerical and receptionist duties, and specialized program support duties necessary to assist with implementing a community resource center for improving health and development of young children, age 0-5, and their families.

REPRESENTATIVE DUTIES:

Perform secretarial and clerical duties including but not limited to greeting community, phones, messages, filing, data entry and ordering of supplies. **E**

Assist families in accessing community resources. **E**

Type, duplicate and distribute a variety of program information materials, reports, forms and other documents; translate oral and written materials as needed to assist clients. **E**

Operate standard office machines and equipment including computers and software programs (MS Word, Excel, Publisher), printers, copiers, calculators and FAX machines. **E**

Maintain a variety of program records, reports and files. **E**

Maintain informational bulletin board. **E**

Provide oral Spanish/English translation in office and at community events. **E**

Provide application assistance for health insurance, employment, passports, DMV, etc. to assist community members as needed. **E**

Provide outreach and marketing of programs and services offered at the Family Action Center. **E**

Assist with and participate in events including, but not limited to, USDA Food Give-Away, Family Fair, Kindergarten registration. **E**

Assist with Kids Academy to coordinate activities. **E**

Maintain confidentiality of information pertaining to clients and the operation of the FAC. **E**

Prepare, process, and maintain necessary records of client participation. **E**

Participate in staff development as directed. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices and procedures

Interpersonal skills using tact, patience and courtesy
Confidentiality requirements
Positive communication skills, including active listening and problem solving
Computer hardware and software in order to perform word processing, information retrieval and maintenance of data
Telephone techniques and etiquette
Record-keeping and filing techniques
Correct English usage, grammar, spelling, punctuation, and vocabulary
Oral and written communications skills
Community outreach and organizing techniques
Childcare issues, access to health issues, parent education and/or literacy programs
Cultural sensitivity and awareness
Proper English and Spanish usage, grammar, spelling, punctuation
Basic arithmetic skills

ABILITY TO:

Independently perform all duties of the position efficiently and effectively
Operate a variety of assigned office equipment
Understand and follow oral and written instructions
Maintain records and files
Facilitate parent understanding, involvement and communication
Communicate effectively both orally and in writing
Plan, organize and prioritize work in order to meet schedules and time lines
Work as an effective team member
Respond to the public with courtesy and tact
Maintain confidentiality
Lift and carry objects weighing up to 40 pounds
Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

High School diploma or GED and one to three years clerical experience

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License
Bilingual English/Spanish fluency for some positions

WORKING CONDITIONS:

ENVIRONMENT:

Office
Constant interruptions

PHYSICAL ABILITIES:

Hearing and speaking to exchange information on the telephone or in person
Seeing to read a variety of documents

Dexterity of hands and fingers to operate a computer keyboard and standard office equipment
Sitting or standing for extended periods of time
Reaching overhead, above the shoulders and horizontally to retrieve and store materials
Bending at the waist, kneeling and squatting
Lifting, pushing, pulling and carrying objects weighing up to 40 lbs
Driving a vehicle to carry out program activities

HAZARDS:

Potential for contact with blood-borne pathogens and communicable diseases

Employee Group: Classified - Unrepresented

FLSA Status: Non-Exempt

Salary Schedule: 316

Approval Date: June 2012