



JOB DESCRIPTION

<i>Title</i>	Program Assistant II		
<i>Department</i>	Emergency Management	<i>Job Class</i>	A 13 4
<i>Driving Required</i>	No	<i>Safety</i>	No
<i>Labor Union</i>	AFSCME Local 2746 Courthouse/Roads	<i>FLSA</i>	Non-exempt
<i>Created</i>	April 2022	<i>Reviewed</i>	<i>Revised</i>

Purpose

Provides clerical, administrative, and customer support to the Emergency Management department. Responsibilities include advanced data entry and retrieval, file maintenance, advanced word processing, document preparation, reception and customer service duties, bookkeeping-related functions, and the first point of contact with visitors of the department.

Essential Functions

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Provides staff level support to department/program head and program personnel. May organize/coordinate the activities of volunteers and/or temporary staff, including training, scheduling, and daily work assignments. May also organize/coordinate the work of other department staff on specific work assignments.
- Provides support to Emergency Management Services during EOC (emergency operations) activations and special events; assists with updates to county, city, and community emergency plans as necessary.
- Coordinates emergency management training opportunities for County staff, public safety partners, volunteers, and local employees; performs training needs assessments, identifies sources, and delivers training opportunities; assists in designing, planning, coordinating, and executing tabletop, functional, and full-scale local and regional exercises; compiles and maintains training/exercise records in compliance with state and federal requirements.
- Performs clerical and administrative duties within department; may include scheduling, taking notes and minutes for meetings, coordination of workflow within and outside the department.
- Performs department reception and customer service duties. Professionally greets visitors, responds to incoming phone calls, provides accurate and timely responses to inquiries and complaints, and sends/receives emails and maintains ongoing communication with the public.
- Receives, transfers, or refers calls to appropriate sources; provides basic information and policy interpretations related to department services.
- Accurately enters and retrieves data from computer files, including complex or technical materials (e.g., legal forms, formal documents, complex records); interprets



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data for proper input to program formats. Processes, records, files, and distributes reports in a timely manner to appropriate parties.

- Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper formats, documents, and procedures.
- Creates a variety of documents such as letters, memos, reports, charts, forms, agendas, spreadsheets, tables, minutes, and legal documents. Verifies and corrects grammar, spelling, and formatting. Updates and maintains spreadsheets, databases, and reports and tracks/logs data for the department.
- Performs basic bookkeeping-related functions for department; may include funds tracking, invoicing, balancing daily receipts, processing purchase orders, and depositing funds.
- Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to department guidelines.
- Researches and compiles data from a variety of sources. Checks completed materials for accuracy and compliance.
- Prepares and publishes notices, including social media postings and webpage management, as directed and in accordance with established procedures and policy requirements. Checks completed forms and documents for accuracy and compliance prior to distributing the information through public or internal communication channels.
- May serve as administrative support for assigned boards, committees, or other groups to record minutes and proceedings.
- Works independently to plan and arrange own work sequence; prioritizes projects and assignments, provides backup support to staff when needed, and reports operating problems to supervisor.
- In coordination with supervisor, maintains, amends, or develops department procedures, routines, and filing systems.

Mandatory Qualifications

- Education and Experience
 - Minimum high school diploma / GED
 - Minimum one (1) year of training and experience in a professional environment or any satisfactory combination of experience and training (may require specific workplace environment experience for some department)
 - Skills
 - Advanced knowledge of clerical and administrative support profession
 - Advanced record-keeping skills
 - Knowledge of advanced bookkeeping-related functions
 - Ability to read and write proficiently
 - Excellent customer service and problem-solving skills
 - Knowledge of office procedures and operation of various office equipment
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- Advanced data entry and computer operations skills
- Working knowledge of PC and word processing software

Desired Qualifications

- Ability to read and write Spanish
- Some college-level courses in business management, accounting principles, and techniques of project management or other related field
- Knowledge of specific PC word processing software utilized by the county and previous experience in an administrative position with a county department

Physical Demands

May require moving materials, books, files, etc. up to 50 pounds. Long durations of sitting or standing. Potential travel to assist staff with training events.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.

Working Conditions

Professional office setting.

Supervisory Responsibility

No supervisory responsibilities.