

CLASSIFICATION ADDENDUM

Job Title: Program Support Specialist

Classification Specification: Management Support Specialist

Barg Unit: OPE

Pay Grade: B23

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

The Program Support Specialist performs paraprofessional, technical, and administrative program support activities within an administrative operation of a department for one or more program areas. Gathers, processes, files, and retrieves data; maintains orderly and accurate records/reports and files; schedules and participates in activities; organizes tasks and projects; interacts with staff, other agencies and organizations, and the public, in order to achieve program goals; receives requests for information and determines the effective response or follow-up; utilizes computer hardware and software and trains other staff in the use of specific programs; may modify existing programs, or participate in their modification; coordinates the activity of a sub-program or special project; prepares charts, tables, forms, and other documents; may serve as a program representative for the distribution of information, or for presentations; may provide lead to staff or volunteers. Performs related duties as assigned.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- In the field of public administration, computer, or in related program area, with sufficient experience in general program support roles that include complex recordkeeping, data gathering and organizing, and that rely heavily on the use of personal computers.

Licensing Requirements:

- N/A

Knowledge:

- Basic data gathering, compilation, and presentation techniques;
- Wide variety of communication techniques.

Skills: *(Demonstrated skill in performing the following)*

- In learning the unique characteristics of department programs and operations;
- Exercising independent judgment and discretion within the scope of a paraprofessional position;
- Making presentations, or providing information about various aspects of one or more programs.

Qualification For Grade Progression: N/A

Physical Requirements Addendum

Light Work as defined in the classification specification. Further definition of the physical requirements of the position can be found in a job task analysis.

Addendum History

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