



## Career Service Authority

# Education Program Assistant

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### GENERAL STATEMENT OF CLASS DUTIES

Performs entry-level professional work assisting in the preparation and/or presentation of courses, lectures, and in-service instruction, and performs other educational and informational services including subject research and documentation geared toward public outreach and the promotion of organizational objectives.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Agency Trainer, which performs intermediate-level professional training work conducting classroom and on-the-job training of employees on the methods, techniques, and procedures associated with work assignments; and, develops training curriculums and materials, and evaluates the effectiveness of training programs.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Prepares and presents informational, educational, and recreational materials for courses, classes, lectures, workshops, and on-line instruction for the purposes of public outreach, promotion of organizational goals and objectives, and enhancing the knowledge, skills, and abilities of children, youths, and adults.

Promotes customer understanding and knowledge of a wide range of services and programs available to them through the organization.

Assists higher level staff and management in identifying community needs, tastes, trends, and available resources and remains up-to-date on current information in the marketplace and/or field of study.

Assists in training staff and volunteers on work and/or agency/department procedures, rules, and regulations; and oversees the day-to-day operations of the organization in the absence of management.

Devises and implements training and orientation programs for in-service staff and volunteers.

Researches, develops, coordinates, and implements educational and instructional programs in order to promote organizational services and establish awareness through public outreach; and creates materials to promote programs.

Evaluates, tracks, and reports on program outcomes, which includes reviewing and analyzing related program procedures, may identify desirable modifications for participants and make recommendations for change.

Participates in continued educational activities and attends job-related workshops.

Provides accurate and consistent access to information, materials, and services for customers in a timely manner.

By position, performs lead worker over employees and volunteers in developing and modifying work plans and work schedules, determines work priorities, reviews work for accuracy and completeness, and resolves problems encountered during daily operations and determines appropriate solution.

By position, serves as a program liaison or community representative, serving on various committees, works with internal and external clients, develops community partnerships, and responds to inquiries for additional information.

By position, instructs and demonstrates proper use of equipment, and creates and maintains procedural manuals.

By position, assists in the development and maintenance of collections and databases.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Self-Management** – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Writing** – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Oral Communication** – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Teaching Others** – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to long irregular hours.

Exposure to infections and contagious diseases.

***Education Requirement:***

Bachelor's degree in an appropriate educational field as referenced by the specific job opening.

***Experience Requirement:***

None

***Education/Experience Equivalency:***

Additional appropriate experience may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

None

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Jannell Flaig

**REVISED DATE:** 1/3/2010

**REVISED BY:** John Hoffman

**CLASS HISTORY:** This class was revised, updated, and placed into the new class specification format.