



Office of Human Resources  
Education Program Assistant - CA0843

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### General Statement of 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.

### 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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

### **Competencies**

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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

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

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

None

### **Level of Supervision Exercised**

By position, performs lead work.

### **Education Requirement**

Bachelor's Degree in a related field based on a specific position(s).

### **Experience Requirement**

None

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

### **Licensure & Certification**

None

### **Working Environment**

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to long irregular hours.

Potential exposure to infections and contagious diseases.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

### Background Check Requirement

Criminal Check

Education Check

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** NE-11

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**