



Office of Human Resources
Education Program Assistant - LA1293
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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 Business Administration or 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.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:
2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

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

Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Crouching: Positioning body downward and forward.
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
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.
Kneeling: Assuming a lowered position.
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands, arms, or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: NE-11

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: