



STATE OF COLORADO

CLASS SERIES DESCRIPTION

September 1, 1998

PROGRAM ASSISTANT

H4R1XX TO H4R2XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses two levels in the Professional Services Occupational Group and identifies positions which perform technical support and/or office manager work for the majority of the assignment. Technical support work involves assisting an administrator or other professional by applying knowledge of and/or interpreting basic principles, rules, regulations, policies, precedents, other guidelines, and objectives specific to a program or professional subject area to resolve problems, answer questions and provide information, and/or advise others on technical program issues or matters. Office manager work in this series involves organizing and establishing work processes to ensure the delivery of program services and implement guidelines and objectives prescribed by management and which pertain to a program or professional subject area. Positions in this series make decisions on behalf of an administrator or other professional staff member and serve to commit the administrator or professional to specific action. Due to the nature of the technical work contemplated in this series, if it is not performed by a position in this series, it would revert to a position in a professional class in order to be accomplished.

Technical support and/or office manager positions are involved in a variety of activities such as: assisting management by applying precedents, interpreting and/or explaining program specific policies, processes, and other guidelines; conducting studies to analyze program issues and/or address management concerns related to program operations; preparing reports of findings which include solutions; analyzing, evaluating, developing, and implementing work processes to achieve program efficiencies and deliver needed services effectively; organizing and establishing work processes to provide support to management, ensure the delivery of designated services, and implement rules, regulations, policies, and other guidelines as prescribed by management to achieve program objectives; meeting with and advising clientele to resolve conflicts with and/or interpretations of rules, regulations, policies, and processes; researching, and reporting technical data on program activities, and preparing responses to program specific questions.

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Activities also include relieving an administrator of technical budget detail matters, such as: estimating/forecasting budget needs; preparing budget documents; overseeing compliance with budget guidelines; recommending adjustments to remain within overall budget limitations; and interpreting budget materials, guidelines, and processes. Other activities include: establishing and negotiating contracts with suppliers; determining the content of technical publications describing program operations; serving as the primary liaison between a work unit, staff, and program clientele by interpreting rules, regulations, policies, and other guidelines; and performing other comparable tasks which require applying knowledge of and/or interpreting basic principles, practices, rules, regulations, policies, and other guidelines specific to a program or professional subject area.

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PROGRAM ASSISTANT I

H4R1XX

CONCEPT OF CLASS

This class describes the first level of program assistant where positions perform technical support and/or office management duties as described under the Description of Occupational Work section above. Work involves making decisions within established technical work processes related to a program or professional subject area and interpreting program specific guidelines to resolve problems, answer questions, and/or advise others on specific program issues or matters.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific program or professional subject area work process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical principles and practices. For example, a position determines the best approach to provide program services to clients or resolve problems; or, ensures adherence to program guidelines by interpreting and applying applicable technical rules and regulations.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information related to a program or professional subject area to determine what it means and how it fits together in order to get practical solutions to resolve specific technical program issues and problems. Guidelines in the form of basic principles, practices, rules, regulations, and organizational policies pertaining to a program or professional subject area exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying program circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given program circumstances of the situation. For example, a position selects and applies the appropriate

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program guideline based on interpretation of the individual situation in order to provide program services, resolve problems, answer questions, and/or advise others on specific technical program issues or matters.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, a position communicates with others to clarify and understand information in order to provide proper program services; or analyzes and reviews program problems to ensure compliance with rules and regulations.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position advises others on proper interpretation of technical regulations and rules to resolve problems specific to a program or professional subject area and ensure proper application of technical guidelines.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts or marketing a service or product. This goes beyond what has been learned in training or repeating information that is available in another format. For example, a position clarifies the intent of existing guidelines pertaining to a program or professional subject area to provide effective services, resolve problems, and avoid misunderstandings with clients.

Negotiating as an official representative of one party in order to obtain support or cooperation where there is no formal rule or law to fall back on in requiring such action or change from the other party. Such negotiation has fiscal or programmatic impact on an agency. In reaching settlements or compromises, the position does not have a rule or regulation to enforce but is accountable for the function. For example, a position negotiates settlements or provisions of contracts in order to either resolve insurance claims or ensure the delivery of services.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the Administrative Assistant II or III classes or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave

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requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

PROGRAM ASSISTANT II

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CONCEPT OF CLASS

This class describes the second level of technical support and/or office manager duties. In addition to the work performed at the Program Assistant I level, positions at this level are expected to exercise a higher degree of decision making and independence by functioning with less direction. Positions have the authority to make decisions within the limits and objectives set by an administrator and the technical guidelines of a program or professional subject area without prior approval. This class identifies positions responsible for organizing and establishing work processes to deliver program services prescribed by management. The Program Assistant II differs from the Program Assistant I on Decision Making and possibly the Line/Staff Authority factor.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the sets of operations used to complete assignments or developing the work processes to ensure the delivery of program services. The general pattern, program, or system exists but must be individualized to conduct individual studies to improve program operations, address management concerns, or respond to technical questions about a program or professional subject area. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of knowledge and/or interpretation of basic principles, practices, rules, regulations, policies, precedents, and other guidelines, and objectives specific to a program or professional subject area in order to determine their relationship to the problem. For example, a position: analyzes data, identifies problem areas and issues, devises solutions, and prepares reports substantiating solutions; makes decisions to answer questions and provide technical information or resolves discrepancies on interpretation of program rules, regulations, processes, and other technical guidelines; or determines work processes to implement program rules, policies, and other guidelines prescribed by management. New objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information related to a program or professional subject area to determine what it means and how it fits together in order to get practical solutions to resolve specific technical issues and problems. Guidelines in the form of basic principles, practices, rules, regulations, and organizational policies pertaining to a program or professional subject area exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying

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program circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given program circumstances of the situation. For example, a position selects and applies the appropriate program guideline based on interpretation of the individual situation in order to provide program services, resolve problems, answer questions, and/or advise others on specific technical program issues or matters; or ensures work processes deliver services consistent with guidelines of a program or professional subject area.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, a position communicates with others to clarify and understand information in order to provide proper program services; or analyzes and reviews program problems to ensure compliance with rules and regulations.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position advises others on proper interpretation of technical regulations and rules to resolve problems specific to a program or professional subject area and ensure proper application of technical guidelines.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts or marketing a service or product. This goes beyond what has been learned in training or repeating information that is available in another format. For example, a position clarifies the intent of existing guidelines pertaining to a program or professional subject area to provide effective services, resolve problems, and avoid misunderstandings with clients.

Negotiating as an official representative of one party in order to obtain support or cooperation where there is no formal rule or law to fall back on in requiring such action or change from the other party. Such negotiation has fiscal or programmatic impact on an agency. In reaching settlements or compromises, the position does not have a rule or regulation to enforce but is accountable for the function. For example, a position negotiates settlements or provisions of contracts in order to either resolve insurance claims or ensure the delivery of services.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor, work leader, or unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the Administrative Assistant II or III classes or at a comparable conceptual level. Typical

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elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

OR

The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the Administrative Assistant II or III classes or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

DEFINITIONS

Technical Support Work: Work in support of professional levels by applying basic technical principles and practices of a professional subject area to solve practical problems not involving the application of theories.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Revised 9/1/98 (CVC). Changed class code due to PS Consolidation study.

Revised 5/1/94 (CVC). Change description of occupational work, class concepts, and factors.

Effective 9/1/93 (CVC). Job Evaluation System Revision project. Published as proposed 6/1/93.

Revised 7/1/91. Change pay differential for A1000* Staff Assistant I and A1001* Staff Assistant II.

Revised 7/1/80. Change grade and relationship for A1000* Staff Assistant I and A1001* Staff Assistant II.

Created 12/1/86. A4694 Highway Permit Officer.

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Created 7/1/80. A1003X Executive Assistant.

Created 1/1/75. A1000* Staff Assistant I and A1001* Staff Assistant II.

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Program Assistant I	Operational	Patterned	Detect, Advise, Clarify, or Negotiate	Indiv. Contributor or Work Leader
Program Assistant II	Process	Patterned	Detect, Advise, Clarify, or Negotiate	Indiv. Contributor, Work Leader, or Unit Supervisor