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Class Specifications for the Class:

COMMUNITY RELATIONS PROGRAM ASSISTANT

Duties Summary:

Provides staff support services to a statewide community relations program and assists in organizing and coordinating community outreach projects and activities; serves as liaison to State offices, districts, schools and other organizations; and performs other related duties as required.

Distinguishing Characteristics:

This class is distinguished by its responsibility for assisting professional program staff in organizing, implementing and facilitating community involvement in projects and activities for a statewide community relations program of the Department of Education. In addition, performs clerical support functions associated with a statewide program.

A position in this class performs group organizing, informational and liaison work; although the professional and administrative aspects are performed by higher-level staff. The work involves extensive personal contacts with State, school and district personnel, various public, private and community organizations, and individuals to seek and encourage their assistance and participation in supporting the needs of the program.

Examples of Duties: (Positions may not be assigned all of the duties listed nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)

Represents a statewide community relations program, supporting outreach efforts, and serves as a link between State offices, districts, schools, communities and parents; conducts and/or coordinates workshops and information dissemination sessions of program activities and related services; performs research and gathers information; responds to information requests and inquiries from State offices, district and school personnel, other agencies, various community groups and the general public; liaises with State office, district and school personnel, individuals and community and group representatives to facilitate events; keeps informed on program operations, activities and plans; maintains program records and files; gathers, extracts and

compiles data for use in a variety of standard and non-standard statistical and other reports to keep records of program activities, performance and status updates; may participate as a State program team member; and may perform general administrative work including answering phones, copying documents, faxing information, etc.

Knowledge and Abilities Required:

Knowledge of: Basic principles and techniques of oral and written communication and interpersonal relationship skills; basic functions of public education; basic concepts and skills in facilitation/training of groups and community development; principles and techniques used in writing informational material; general office procedures; use of personal computers, and relevant software and applications, e.g. word processing, spreadsheets, etc.

Ability to: Understand and explain the aims and objectives of the program; speak effectively to groups and individuals; plan, organize and coordinate work; relate well to people; keep records and prepare reports; provide training and facilitate group meetings; read, interpret and apply instructions, policies, laws and procedures; assist in planning organizational functions.

Minimum Qualification Requirements for the Class:

Basic Education Requirements:

Experience requiring the ability to read, comprehend and apply written directions and a high degree of verbal skill in addition to the ability to perform basic mathematical computations including percentages and averages. This experience may have been met from part-time and/or unpaid work. There must, however, be evidence that participation was on a continuous basis but not necessarily on a full-time normal work basis. This requirement may also be met by possession of a high school diploma.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had work experience of the kind and quality described below:

General Experience: Four (4) years of work experience in community or public service, social assistance or similar programs, of which two (2) years must have been of a paraprofessional capacity (technical work performed in support of professional practitioners), involving work of the following type and nature: 1) group organizing; 2) conducting and/or coordinating workshops and information dissemination sessions of program activities and related services; 3) seeking support for a program from various

community resources; and 4) establishing and maintaining effective working relationships with community organizations and agencies.

Substitutions Allowed:

Substitution of Education for Experience: Successful completion of coursework from an accredited community college, college or university may be substituted for the General Experience up to a maximum of two (2) years. The education may be substituted for the required General Experience on the basis of fifteen (15) semester credit hours for six (6) months of experience, provided that at least three (3) credits per semester were in the social sciences or related areas and provided knowledge of basic principles and techniques of oral communication and interpersonal relationship skills.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that applicant has the ability to perform the duties of the position for which applicant is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate

satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information, including the results of the medical examination, and requires the approval of the Superintendent or designee.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is the first specifications for the new class, COMMUNITY RELATIONS PROGRAM ASSISTANT.

DATE APPROVED: JAN 15 2009



Peter Chun
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Office of Human Resources

EFFECTIVE DATE: 01/15/09