

Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Program Assistant Series

Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00501/90501	Program Assistant 1
00502/90502	Program Assistant 2
00503/90503	Program Assistant 3
00504/90504	Program Assistant 4

Series Concept

Positions in this series function as an assistant to a manager/administrator and have a thorough knowledge of the programs and organization under his or her control. They perform administrative program work that approximates the entry professional level (e.g., statistical research and analysis, management analysis, information/public relations, office management, and program planning/development/coordination/evaluation) for which no other occupational series has been established.

Administrative program work duties include the following:

1. Conducts surveys, literature searches and examines existing files/records to gather data for analysis; consolidates and evaluates findings, summarizes results, and prepares non-standard written reports, action proposals, and recommendations.
2. Writes program plan, determines cost of resources needed to provide program services, and prepares grants/budget requests to secure funding; explains/defends program needs to funding approval authorities; develops long-term plans for program operation.
3. Evaluates operational workflows and recommends improvements for efficiency and effectiveness; assists with drafting policies, procedures, manuals, or guidance documents to support program operations.
4. Develops and delivers training materials to program employees or administrative support staff.
5. Responds to controversial/sensitive information requests from citizens, public officials, interest groups, and the press; investigates/resolves customer complaints and recommends corrective action; surveys customers; prepares or assists in the preparation of annual and special reports.
6. Represents supervisor in meetings/conferences; presents management's position on specific issues; negotiates settlement of disputes/commits agency to action within parameters established by manager/administrator.
7. Manages office and may direct administrative support staff; handles purchasing, leasing, and maintenance of office equipment/facilities and office supplies; assembles data for use in budget projections and maintains budget worksheets; monitors expenditures for deviations/trends; drafts office policies and serves as the contact person on human resources and information technology issues.
8. Drafts policies/procedures for a support program (e.g., communications monitoring system and driver's license testing/issuance) and revises if laws/regulations change; monitors the program's

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compliance with rules/procedures and goals/objectives established by the manager/administrator; assumes hands-on program responsibility/accountability.

Exclusions

The following are excluded from classification within this series:

1. Positions assigned administrative support work (i.e., work that relieves technical/administrative program employees of the more tedious and time-consuming aspects of their jobs). Typical administrative support work duties are: 1) receives/screens visitors and telephone callers to the office; 2) opens/distributes mail; 3) types/proofs documents, letters, and reports; 4) organizes and maintains files; 5) copies/mailed letters and reports; 6) schedules meetings/appointments and arranges travel; 7) processes travel claims and orders office supplies/equipment.
2. Positions that perform technical program work requiring in-depth knowledge of a program's rules, policies, and procedures. Typical technical program work duties are: 1) serves as a process expert in assigned program area and provides detailed responses to questions on program services, eligibility requirements, application procedures, processing steps, and time frames; 2) reviews applications, claims, etc. for administrative/procedural requirements and makes eligibility determinations; 3) communicates decisions to customers and receives/processes complaints and appeals; 4) gives feedback on work processes/methods and participates in process improvement projects; 5) helps train new employees and write operating manuals.
3. Positions assigned duties found in one of the established professional/administrative classes (e.g., Budget Analyst, Management Analyst, Information Specialist, Purchasing Agent, etc.).
4. Positions assigned full supervisory functions.

Class Distinctions

Classification level factors applicable to this series are:

1. The size/diversity of the organization and its programs.
2. Location and impact of work issues/problems.
3. Personal work contacts.
4. Freedom to act/supervisory controls.

Descriptions of these factors are as follows:

Program Assistant 1

1. The size/diversity of the organization and its programs are a small part of the entire agency/institution.
2. Work issues primarily involve day-to-day operations, are close to the mainstream of production, and seldom have an impact outside the agency.
3. Work contacts are primarily internal within the agency or institution.
4. Represents and speaks for manager/administrator on narrow issues and can only bind the agency/settle disputes within specific parameters set by supervisor.

Program Assistant 2

1. The size/diversity of the organization and its programs are a moderate to large part of the entire agency/institution.

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2. Work issues cross organizational/agency lines and have impact outside the agency/institution.
3. Work contacts are both internal within and external to the agency/institution.
4. Represents and speaks for manager/administrator on most issues and can bind the agency or settle disputes within general parameters set by the manager/administrator.

Program Assistant 3

Positions function as an “Executive Assistant” and work for/report to positions organizationally at the division administrator or deputy director level should be classified at this level. In non-cabinet-level agencies, the position must work for/report to the agency director.

1. The size/diversity of the organization and its programs represent a major part of the entire agency (i.e., an organizational segment equivalent to one or more divisions of the agency).
2. Work issues cross organizational/agency lines and have impact outside the agency/institution.
3. Work contacts are both internal within and external to the agency/institution.
4. Represents and speaks for manager/administrator on most issues and can bind the agency or settle disputes within general parameters set by the manager/administrator.

Program Assistant 4

Positions function as an “Executive Assistant” and work for/report to a cabinet-level agency director level should be classified at this level.

1. The size/diversity of the organization and its programs represent the entire agency.
2. Work issues cross organizational/agency lines and have impact outside the agency/institution.
3. Work contacts are both internal within and external to the agency/institution.
4. Represents and speaks for the director on most issues and can bind the agency or settle disputes within general parameters set by the manager/administrator.

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