

Job Title:	PROGRAM SUPPORT ASSISTANT
Requisition Number:	JO-1503-1479
Grade:	07
Salary Range:	\$39,827.00 - \$52,274.00
Promotion Potential:	Yes
Agency:	Insurance, Securities and Bank
Location:	810 1st St NE
Area of Consideration:	Agency Only
Opening/Closing Date:	3/20/2015 - 4/9/2015

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JOB SUMMARY

Introduction

This position is located in the Department of Insurance, Securities and Banking. The primary purpose of this position is to provide program support assistant duties in providing a variety of clerical and administrative functions that are auxiliary to the supervisor's responsibilities in the management of the complete program. The incumbent uses considerable discretion and independent judgment in the performance of duties.

Major Duties

Performs administrative, program, and technical work to support the assigned program and its operations. Applies a broad and extensive clerical and technical administrative procedures, methods, and techniques to support managers, supervisors, and higher-graded specialists.

Receives telephone calls and visitors to the office. Ascertains nature of call or business of visitors and determines appropriate action. Responds to a variety of inquiries not requiring technical knowledge and refers other inquiries to appropriate office staff or to other organizations, as required. Personally handles many requests for information and resolves or assists in resolving a variety of conflicts that may arise. Receives and screens incoming correspondence and determines appropriate action. Determines those that can be acted upon personally and takes necessary action.

Refers correspondence requiring supervisor's attention to supervisor, or other appropriate staff person. Maintains control records on incoming correspondence and action documents and follows up on work in process to ensure timely reply or action. Prepares, receives, reviews, and verifies office documents. Maintains office records, locates and compiles data/information from files for the development of reports. Keeps a project calendar and informs staff of deadlines, other important dates, and similar administrative support work. Receives requests for information from other offices within the agency concerning program(s) under the Supervisor's control. Composes general correspondence pertaining to administrative matters (e.g., letters, memoranda, reports, etc.). Reviews correspondence and documents that were prepared for signature of the supervisor or higher-level managers for correct format, grammar, punctuation, and any other special policy requirements. Coordinates corrective action with the appropriate official or office when errors are identified. Serves as liaison between the supervisor and departmental employees.

Provides timely, accurate, and current information to them and other appropriate officials concerning required reporting requirements. Coordinates the submission of a variety of reports and data (i.e., progress, status and fiscal reports) to ensure fulfillment of established program requirements. Reconciles monthly reports in an automated data management

system, when necessary. Utilizes a personal computer for basic typing, storing, or retrieving information. Provides guidance and recommendations relative to procedural and policy requisites, and other necessary matters, to fulfill any regulatory reporting requirements for the assigned program. Provides general administrative information to employees to keep them informed of current program issues. Provides assistance and participates in the coordination of special assignments to coordinate and resolve general management matters and other appropriate issues and projects related to the functional responsibilities of the program(s). Performs other duties as assigned.

Collective Bargaining Unit (Union)

This position is in the collective bargaining unit and you may be required to pay an agency services fee through direct payroll deduction.

Supervisory Controls

The supervisor provides assignments; determines the objectives, priorities and deadlines; and assists the incumbent with unusual situations. The incumbent plans and carries out assignments in accordance with instructions and established office practice, handling deviations in accordance with policies, previous training, or accepted office practices. Completed work is reviewed for appropriateness, soundness, and conformance to policy and requirements.

Physical Demand

The work is sedentary. There may be some walking, standing, bending, or carrying light items. No special physical demands are required to perform the work.

Qualifications

General knowledge of the program's policies, regulations, and procedures, and other related types of program operating in the District of Columbia, surrounding jurisdictions, as well as other state agencies in order to respond to inquiries. General knowledge of the mission, functions, responsibilities, and objectives of the assigned program. Ability to analyze facts, draws conclusions, and recommends a course of action. Ability to communicate effectively both orally and in writing.

Licensures, Certifications and other requirements

NONE

Education

High School Diploma or GED, plus four (4) years of work experience that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position; OR an equivalent combination of education, training and/or experience.

Work Experience

At least 4 years of work experience required.

Work Environment

Work is performed in an office setting that is adequately lighted, heated, and ventilated. Normal safety precautions are required.

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