

Job Description

Job Title PROGRAM SUPPORT ASSISTANT

Job ID 7644

Date Opened 06/19/2019

Date Closed 06/28/2019

Location 1050 1st Street, NE

Full/Part Time Full-Time

Type of Appointment Career Service - Reg Appt

Regular/Temporary Regular

Agency SR

Insurance, Securities and Bank

Area of Consideration Open to Public

Grade 07

Bargaining Unit 1_2

Compensation Unit 1 & 2

Minimum Range \$44,389.000000

Maximum Range \$58,267.000000

Target Openings 1

Available Openings 1

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General Job Information

Job Summary

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.

Duties and Responsibilities

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 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 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, 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.

Qualifications and Education

Candidates must have one (1) year of Specialized Experience. Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

Licenses and Certifications

NONE

Working Conditions/Environment

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

Other Significant Facts**Duration of Appointment: Career Regular****Tour of Duty: 8:15 am to 5:00 pm****Promotion Potential: To Grade 8**

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.