

CLASS SPECIFICATION FOR
Management Assistant

GENERAL STATEMENT OF DUTIES: Plans, organizes and engages in paraprofessional and highly skilled technical work in support of agency management or programs; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for assisting in program planning, management, and evaluation. Assists in the construction and testing methods of data collection; researches, analyzes and evaluates data; and writes reports containing descriptive, analytical and evaluative content. The incumbent demonstrates some understanding of agency regulations, policies and procedures, particularly as they affect program services, plan objectives, and outcomes. The employee may provide guidance to program clients/participants. The incumbent plans and carries out own assignments, and may provide information and assistance to subordinate personnel. Receives general supervision from a division head.

EXAMPLES OF WORK (illustrative only):

- ◆ Plans, manages and researches unique, innovative and/or effective program designs applicable and beneficial for use within the agency;
- ◆ May oversee a key program activity or service for the agency, to include serving as a mentor and lead worker to less Knowledgeable staff;
- ◆ Manages and maintains databases and systems associated with program services;
- ◆ Compiles and interprets multiple types of statistical data;
- ◆ Keeps abreast of regulatory changes and discipline practices;
- ◆ Establishes, implements and interprets policies, procedures and programs;
- ◆ Provides guidance to program clients/participants;
- ◆ Provides necessary planning activities relative to service provision, utilization trends, client/participant/provider characteristics, etc.;
- ◆ Monitors and evaluates the effectiveness of agency procedures, policies and programs and recommends and implements changes as needed and as directed;
- ◆ Assists supervisors in grant preparation, program evaluation and monitoring activities, and transmittal of federal, State and local policy and procedures to program operation's staff;
- ◆ Prepares the monitoring and evaluation results data on agency programs in the form of corrective action in conjunction with the agency head and appropriate program supervisors;
- ◆ Organizes materials for brochures, publicity, etc., for entire agency operation;
- ◆ Assists supervisor in special projects such as seminars, using special grant monies, program development for emergency service needs, etc.;
- ◆ Assists supervisor in the design, coordination and/or dissemination of information relevant to training needs of agency staff;
- ◆ Provides needed updated materials that interrelate and are useful in program service development;
- ◆ Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of basic techniques in conducting research, planning and statistical work; ability to effectively use common business software packages; ability to assist with the management of department programs; interpret regulatory and program policy information and to formulate compliance strategies; ability to measure program performance against goals and objectives; ability to systematically compile data, interpret and report monitoring and evaluation findings; ability to express ideas clearly and concisely, both orally and in written form; ability to work effectively with other employees and with the public; ability to exercise discretion and to make sound decisions relative to their assigned program area.

MINIMUM EDUCATION AND EXPERIENCE: Possession of an associate's degree with courses in accounting, business or public administration, statistics, report preparation, research and/or planning, and three years experience relevant to the program or service area to which assigned; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.