

**TOWN OF GILBERT
CLASS SPECIFICATION
Program Assistant**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Programs	S1-S4	Non-Exempt

CLASS SUMMARY:

This class is the first level in the Programs series. Incumbents perform entry level duties in support of an assigned programmatic area. Responsibilities may include: providing customer service; monitoring facilities/sites for safety and cleanliness; performing routine maintenance of facilities and sites; setting up and tearing down for special events; maintaining order; and performing routine cashiering duties.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

**PERCENT OF
TIME**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Greets customers and patrons, responds to inquiries and requests, provides information, assistance or instruction regarding procedures, facilities, services, or other items.	Daily 25%
Prepares equipment, facilities and service areas for daily activities. Stores and secures equipment, facilities or service areas at close of operation.	Daily 20%
Maintains order, safety and cleanliness of service areas and equipment by following procedures and enforcing operational rules and regulations. Identifies and reports unsafe conditions, assists with general maintenance and/or initiates repair requests.	Daily 20%
Prepares and maintains records, receipts, reports, logs, activity sheets, and/or collects and processes fees and payments, reconciles cash receipts and prepares deposits.	Daily 20%
May assist in providing orientation and training of new staff.	Varies 0 - 10%
Performs other duties of a similar nature and level as assigned.	As Required

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to *Lifeguarding* may be responsible for:

- Monitoring swimmers and visitors in the pool and surrounding pool areas;
- Identifying distressed patrons and responds to emergency situations by providing assistance, first aid, performing lifesaving procedures, or activating facility emergency plans;
- Providing or assisting with swimming and diving instruction;
- Preparing or assisting with lesson plans, demonstrations, and evaluations.

TRAINING AND EXPERIENCE:

High School Diploma or GED and 1 year of customer service or programming experience in assigned area of responsibility; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

Depending on area of assignment, requires:

- Valid Arizona Driver's License
- Certification for Lifeguard Training, Swimming and Diving
- Lifeguard Instructor Certification
- CPR/First Aid for the Professional Rescuer Certification
- CPR/First Aid Certification
- Water Safety Instructor Certification

KNOWLEDGE OF:

Depending on area of assignment, requires knowledge of:

- Instruction techniques;
- First aid practices;
- Basic mathematical concepts;
- Modern office equipment.

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SKILL IN:

Depending on area of assignment, requires skill and key competencies in:

- Providing customer service;
- Swimming;
- Providing instruction;
- Listening;
- Making observations and assessments;
- Cashiering;
- Operating applicable basic equipment;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical currents, vibrations, chemicals, oils, blood and bodily fluids, extreme temperatures, and environmental conditions such as disruptive people, imminent danger or a threatening environment.

WORKING TITLES WITHIN CLASS SPECIFICATION:

Early Voting Elections Clerk – S1
LifeGuard – S1
LifeGuard – Instructor – S2
Recreation Leader – S3
Assistant Coach – S3
Assistant Pool Manager – S4
Head Coach – S4

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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CLASS HISTORY INFORMATION:

*Draft prepared by Fox Lawson & Associates LLC (BS)
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)
Date: (05/13)*