

JOB CLASSIFICATION DESCRIPTION

Job Classification Title:	Program Specialist	
Working Title(s):	Fire and Life Safety Education Specialist; Police Property and Evidence Specialist; Police Investigations and Charging Specialist; Victim Advocate	
FLSA Status: NE	Safety Sensitive: See Below	Pay Grade: 50
<i>This job classification description is intended to be generic in nature and not an exhaustive list of all duties and responsibilities and requirements. The essential duties and Fair Labor Standards Act (FLSA) designation may vary based on the specific tasks assigned as determined by the City of El Mirage.</i>		

JOB CLASSIFICATION SUMMARY

This is the third level in a six level Program Administration classification series devoted to providing a variety of complex program support tasks across multiple functions and programs including complex transaction processing work, intermittent program coordination work and entry level analytical work.

DISTINGUISHING CHARACTERISTICS

Organizational Role: Paraprofessional-Operational
 Supervision Exercised: None
 Budget Authority: Track/Monitor
 Competency Rank(s): N/A

ESSENTIAL DUTIES

The following are intended to describe core work functions of this classification. While the level and broad nature of essential duties may not change, specific work tasks will vary over time depending on the City's needs.

- Follows standard operating procedures to process complex and detailed transactions in support of a program.
- Performs quality assurance reviews on records and transactions; resolves issues and makes corrections.
- Provides specialized assistance to department leadership with complex reports and presentations.
- Researches and resolves problems.
- Addresses escalated customer service issues.
- Makes business math computations and verifies accuracy of computations made by others, as assigned.
- Enters data.

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- Processes legal and confidential documents.
- Performs related work as assigned.

POSITION SPECIFIC DUTIES

If assigned to fire and life safety education:

- Coordinates and implements fire and life safety educational programs, events, and volunteer services for the El Mirage Fire Department.
- Develops effective working relationships with schools, community groups, neighborhood organizations, non-profits, and businesses to develop partnerships in community risk reduction education.
- Encourages citizen involvement and shares information throughout the community.

If assigned to police investigations/charging:

- Processes felony "in-custody and basket" cases to Maricopa County.
- Serves as the Police Department's sex offender notification coordinator.

If assigned to police property and evidence:

- Tests and maintains firearms.
- Collects evidence at crime scenes.
- Receives, inventories, issues, stores, and legally disposes of property and evidence.
- Ensures that chain-of-custody is maintained; preparing routine reports; maintaining data; and providing customer service.

If assigned to victim advocate:

- Responds to crisis scenes to provide support.
- Transports victims to facilities for further evaluation or services.
- Accompanies victims to court proceedings when necessary.

KNOWLEDGE

- Knowledge of operating and program policies and procedures.
- Quality assurance methods and techniques.
- Techniques and methods for organizing and prioritizing work.
- Basic methods of research and data-gathering.
- Program logistics and coordination.
- Formats and practices for correspondence and reports.
- Business math concepts.
- Filing and record-keeping practices.
- Community resources, as assigned.
- Customer service practices.
- Uses and properties of supplies and equipment.
- Applicable operating policies and procedures.
- Modern office technology.

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- Software or computer applications required for assignment.
- Fire prevention and life safety education, as assigned.
- Volunteer services, as assigned.
- Principles of marketing, public relations, and safety education programs, as assigned.

SKILLS

- Program and process logistical coordination.
- Following directions and meeting standards.
- Adhering to operating policies and procedures.
- Accessing business systems or databases to enter, monitor and retrieve data.
- Making social service and other support referrals based on information gathering, as assigned.
- Researching, gathering, and compiling data.
- Preparing documents and reports from established information and following a standard format.
- Providing attention to detail.
- Proofreading and error correction.
- Business math computations.
- Organizing files and records.
- Providing effective customer service.
- Using assigned tools and equipment, including computer applications.
- Communicating and understanding in order to follow instructions and provide information.
- Speaking in public to groups, as assigned.
- Coordinating community-based programs, as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree and 2 years of related experience; or an equivalent combination of directly related education and experience.

Certifications/Licenses:

- **Based on assignment.** Arizona Class D Driver's License.
- **Police Department assignment.** Terminal Operator Certificate, Level B within timeframe established by Police Chief. Maintain requirements at job entry.

Safety Sensitive Assignment(s):

- Police Property and Evidence.
- Victim Advocate.
- Fire and Life Safety Education.

CONTINUING EMPLOYMENT REQUIREMENTS

- Maintain all certifications/licenses required at job entry or within specified timeframe.

ADA INFORMATION

Type of Work:

Police property and evidence: - 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 lift, carry, push, pull or otherwise move objects including the human body.

All other assignments - Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Physical Requirements:

The following physical activities are essential to the performance of the job:

Police property and evidence – stooping, reaching, standing, walking, lifting, grasping, fingering, talking, hearing, seeing.

All other assignments – talking, hearing, seeing, repetitive motions.

The following physical activities may be performed, but are not essential to the job:

Police property and evidence – climbing, balancing, kneeling, crouching, crawling, pushing, pulling, feeling, repetitive motion.

All other assignments – kneeling, crouching, pulling, lifting, fingering, grasping, feeling.

Work Environment/Conditions:

Victim Advocate - Work is performed primarily inside in an office environment. Some assignments require driving and intermittent periods outdoors. There is none to infrequent exposure to adverse environmental conditions

All other assignments - Work is performed primarily inside in an office environment. There is none to infrequent exposure to adverse environmental conditions.

CLASS HISTORY INFORMATION

Created: 02/12/21

Amendments: 09/08/21

Employee Signature



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Print Name: _____

Signature of Employee: _____ Date: _____