



August 2018  
FLSA: NON-EXEMPT

**PROGRAM SERVICES SPECIALIST SERIES  
(I, II, SENIOR)**

*Note: Program Services Specialist job descriptions currently under review and are subject to change.*

**DEFINITION**

Under general supervision, and depending on the assigned area participates in coordinating, implementing, and promoting assigned resource conservation programs, projects, and initiatives in support of the Alameda County Waste Management Authority's ("the Authority") priorities and directives; provides routine administrative and operational support to assigned program areas; participates in organizing and coordinating public education and outreach efforts; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

The Agency's work is organized by administrative and programmatic teams, and individual staff may be assigned to more than one team. Depending on roles assigned, receives general supervision from a project lead or designee. Senior Program Services Specialists may provide direction and oversight to associates and Program Services Specialists I and II; May also provide direction and oversight to administrative assistants with prior approval from their supervisor. As this is a non-exempt class series, incumbents will receive supervision regarding leave requests, overtime authorization and task prioritization.

**GENERAL CLASS CHARACTERISTICS**

This is a paraprofessional classification. Depending on the assigned area, incumbents work under general supervision and exercise a high level of discretion and independent judgement in performing the full range of paraprofessional work. Positions in this classification series perform routine to complex tasks in relation to a specific resource conservation project. Responsibilities include participating in organizing and overseeing the day-to-day activities of an assigned project, public education and outreach efforts related to the work, and a wide variety of administrative, technical, paraprofessional and customer service duties in support of the Authority. Placement or advancement within the Program Services Specialist series is dependent upon the duties assigned and the needs of the Agency. In general, each series is distinguished from the other by the overall complexity of the tasks, the ability to work independently and the level of direction and oversight required by the incumbent. See examples of essential functions, qualifications, education and experience.

This class is distinguished from the Program Manager I in that the latter is a professional level class that has a higher level of program responsibilities and requires extensive experience in public information, waste management, or a related field. In addition, there is not a direct career pathway from the Specialist series to the Program Manager series. In general, promotions occur within classification series. A promotion or reclassification into another classification is usually a result of a vacancy or a change in the operational needs of the Agency.

**CLASS CHARACTERISTICS: PROGRAM SERVICES SPECIALIST I (PSSI)**

This is the entry level class within the Program Services Specialist series. Positions in this classification perform less difficult tasks and receive on-the-job training in the performance of more complex duties.

Incumbents in this class will receive more direct oversight and assistance as needed. PSSIs are generally assigned to one functional area.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

Depending on the assigned area. For any of the class characteristics within the series, the Agency reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in coordinating, implementing, and promoting assigned resource conservation programs, projects, and initiatives in such areas as waste prevention, recycling, business outreach and assistance, sustainable building and landscaping, household hazardous waste management, organics, media, education, community outreach, and economic development.
- Serves as initial contact person to general inquiries and requests for information related to assigned program area(s); operates mobile displays, kiosks, and booths at various events; provides requested data, answers questions, and refers inquiries to the appropriate resource within or outside the Authority.
- Participates in the preparation, set-up, and presentation of designated workshops, presentations, and other outreach and educational activities to inform and educate targeted groups and communities; modifies resources and presentations as needed; assists in the production and distribution of training materials.
- Participates in the production and distribution of a variety of promotional, marketing, outreach, and informational materials and communications to inform and educate businesses, schools, special interest groups and constituencies, the public, and member communities in Agency programs, services, resources, events, and activities.
- Provides administrative assistance and operational support to assigned program area(s); prepares correspondence, reports, and other documents; schedules staff and events and maintain calendars; operates designated office equipment and machines.
- Maintains and updates various databases and filing and record-keeping systems for assigned program area(s); participates in researching and collecting data and information for inclusion into database and record-keeping systems; conducts surveys; administers evaluation tools; produces reports from database; distributes requested information to appropriate parties in a timely manner.
- As assigned, prepares or conducts presentations on various Agency topics such as compost and mulch, energy efficiency, food waste prevention, etc.
- As assigned, purchases supplies and materials within established guidelines, fulfills material requests for member agencies and other organizations; coordinates deliveries with shipping companies.
- Maintains open communications with other Agency programs, projects, and staff members; coordinates data, resources, and work products as necessary and upon request in support of a productive and positive working environment.
- Performs related duties and responsibilities as required.

### **CLASS CHARACTERISTICS: PROGRAM SERVICES SPECIALIST II (PSSII)**

Incumbents at this level have either progressed from a PSSI classification or are hired at this more experienced level. PSSII's will undertake more complex assignments and perform with less supervision and oversight. For example, incumbents may be assigned any of the tasks listed for the PSSI but will be expected to perform the tasks independently. In addition, PSSII's are usually assigned to more than one functional area or possess more diverse administrative, outreach or technical skills.

### **CLASS CHARACTERISTICS: SENIOR PROGRAM SERVICES SPECIALIST (SPSS)**

This is the advanced journey-level class within the Program Services Specialist series. Incumbents in this class have either advanced from a PSS II classification or are hired at this more experienced level. SPSS receive minimal instruction and oversight and are either responsible for a clearly defined and component within a project or program which is performed independently, or are assigned a variety of technical and diverse tasks within multiple projects, or possess a higher level of technical expertise in areas such as data collection and analysis, programming, graphic design, or community outreach.

In addition to the essential functions required of the PSSI and PSSII, the SPSS may provide oversight and direction to other PSS, associates or admin assistants (with prior approval from the Administrative project lead or designee). Depending on the assigned work area, the SAA may perform the following duties:

- Independently coordinates, implements, and promotes assigned resource conservation programs, projects, and initiatives.
- Provides technical and functional direction to associates, PSSI's and/or PSSII's and administrative assistants; gives work assignments; reviews and controls quality of work.
- Administering some element or portion of a grant or contract as delegated by the project lead.
- May participate in the selection and hiring of staff.
- Performs related duties and responsibilities as required.

### **QUALIFICATIONS Knowledge of and ability to perform the essential functions listed above (depending on assigned area and classification)**

#### **Education and Experience:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

#### **Program Services Specialist I**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by college-level coursework in horticulture, environmental studies, education, communications, public relations, or a related field, and two (2) years of responsible paraprofessional experience in source reduction, recycling, and/or waste management programs as well as demonstrated experience in conducting group educational/training sessions and presentations and/or public speaking directly related to area of assignment.

#### **Program Services Specialist II**

In addition to the education requirements for the PSSI classification, this position requires three (3) years of increasingly responsible experience in the areas listed above.

### **Senior Program Services Specialist**

In addition to the education requirements for the PSSII classification this position also requires four (4) years of increasingly responsible experience in the areas listed for the PSSI and PSSI classification.

### **Licenses and Certifications:**

Possession of, or ability to obtain, a valid California class C driver's license may be required.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Attendance at outside events may require extended standing and the ability to carry materials and set up displays. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees will interact with staff and possibly public and private representatives in interpreting and enforcing Agency policies and procedures.