

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

PROGRAM ASSISTANT-CONFIDENTIAL

I. INTRODUCTION

A. Purpose of This Classification Specifications

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future confidential positions which function as Program Assistants-Confidential. This classification specification is not intended to identify every duty which may be assigned to positions but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses confidential positions which provide support assistance to a program. Positions perform both generalized and specialized support assistance functions in a wide range and combination of activities. Positions assist a program head, supervisor, or other official, who is responsible for the entire program area. Positions allocated to this classification must meet the statutory definition of confidential, as defined in s. 111.81(7), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of confidential, as defined in s. 111.81(7), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which provide paraprofessional program support assistance of considerable difficulty for a majority of the time and are more appropriately classified as Program Assistant-Advanced-Confidential.
3. Positions which function as professionals in a program area for a majority of the time and are more appropriately allocated to a professional classification.
4. Positions which provide clerical support to the program for a majority of the time and are more appropriately allocated to a clerical classification.

5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is typically by competitive examination.

E. Terms Used in this Classification Specification

Moderate Difficulty: Refers to work which requires that the employee be confronted with a variety of duties, susceptible to different methods of solution, which in turn places a correspondingly higher demand on resourcefulness.

Considerable Difficulty: Refers to duties which require independent judgment; many factors must be considered and weighed before a decision can be reached. Work of considerable difficulty requires that the position plan, develop, or coordinate activities or programs, or part(s) thereof, and direct or coordinate other support employees.

Paraprofessional: A type of work closely related to and resembling professional work, with a more limited scope of functions, decision making, and overall accountability. A paraprofessional position may have responsibility for segments of professional-level functions but is not responsible for the full range and scope of functions expected of professional positions.

Program: An ongoing set of coordinated activities carried out by a number of staff, aimed at providing a specific service or benefit to a specific group, organization, or group of organizations. A program has a unique set of policies, regulations, or procedures; a unique set of activities to be performed in providing the service or achieving the program's goals; and a unique set of staff performing generalized or specialized duties. A program involves a variety of specific projects or functions, coordinated to achieve a program's objectives.

II. DEFINITION

PROGRAM ASSISTANT-CONFIDENTIAL

This is confidential support work of moderate difficulty providing program support assistance to supervisory, professional, or administrative staff. Positions allocated to this classification are assigned a specific, defined program or a significant segment of a program, and perform tasks which may be similar to those performed by clerical/administrative support staff but are differentiated by the degree of programmatic involvement and accountability. The degree of programmatic involvement and accountability is measured by the variety, scope, and complexity of the program area; the complexity of problem solving; the level of independence of action and accountability; the degree of personal or procedural control over program activities; the consequence of error when making decisions; and the level of administrative and coordinative responsibilities. Work is performed under general supervision.

Examples of work performed include, but are not limited to:

- Serve as acknowledged expert, who resolves the most difficult problems of a complex clerical/administrative nature
- Perform most intricate clerical/administrative operations, processing documents and performing other clerical/administrative operations where comprehensive knowledge of legislation or organization is required
- Gather and organize information into summary reports, as assigned

- Maintain department or program schedule.
- Develop and revise operating procedures affecting the immediate work unit
- Compose and type correspondence requiring knowledge of departmental operations and regulations, which may not be reviewed by a superior
- Counsel and assist the public when applying for services provided by the program assigned, and may interview applicants to determine eligibility for program benefits and/or services
- Schedule department facilities usage
- Maintain inventory and related records and/or reports and orders supplies
- Conduct special projects
- Maintain liaison between various groups, both public and private
- Prepare budget estimates, plans office operations, control bookkeeping functions and handle personnel transactions
- Correspond with various outside vendors or agencies to procure goods or information for program operation
- Screen and/or review publications
- Make arrangements for meetings and maintain agendas and reports
- Maintain extensive contact with other operating units within the department, between departments, or with the general public in a coordinative or informative capacity on a variety of matters
- Prepare information materials and publications for unit involved, and arrange for distribution of completed items
- Prepare reports, project data, budget information, mailing lists, record-keeping policies and procedures, training programs, and schedules, and generally oversee operations
- Develop and/or revise selected policies and procedures affecting the administration of the program
- Answer questions regarding the program or division via telephone, correspondence or face-to-face contact
- Maintain files of program-related data, set up schedules, and perform any related clerical/administrative support functions necessary to the operation of the program

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the objectives and tasks performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required to perform the tasks required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe confidential positions which provide support assistance to a program. This classification replaces the Program Assistant 1 and 2-Confidential classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.