

YAKIMA COUNTY, WASHINGTON
CLASS SPECIFICATION
CLASS TITLE: Program Representative I

BAND: B	GRADE: 2	SUBGRADE: 3	CLASS CODE: J23-1523
DEPARTMENT: Varies	ACCOUNTABLE TO: Varies	JOB FAMILY: Administration - Programs	OVERTIME STATUS: Non-Exempt
JOB SUMMARY: The Program Representative I performs a variety of substantive activities involving investigation, research, planning, evaluation, and limited administration in a program area under the guidance of a professional.			
DISTINGUISHING CHARACTERISTICS: Program Representative is a first classification in a three level classification series. It is an entry level classification that is distinguished from other classes by primary assignment to research, planning and analysis activities performed to accomplish specific program objectives of broad County operational objectives under the guidance of a professional.			
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (position assignments may vary.)		BAND/ GRADE
1	Conducts a variety of detailed or broad-based studies or investigations involving research, planning, analysis and evaluation under the direction and guidance of a professional. Prepares complex reports and recommends solutions for a variety of legal, policy, procedural, case, educational and/or contract issues.		B2
2.	Serves as an advocate for the program, clients, employees, offenders, or the public in a variety of activities such as court proceedings, benefit and claim filing, service plan delivery, crisis intervention, legal document filing, and classroom or community presentations.		B2
3.	Accesses, collects, compiles, reviews, audits, and enters statistical, technical, or confidential information into a computer; makes recommendations based on information obtained; and prepares related reports and fact sheets such as: waste stream diversion, collection efficiency and market condition reports, affirmative action reports, or defendant fact sheets for judges and attorneys.		B2
4.	Performs limited program administration duties such as: providing crisis response to victims and witnesses; coordinating and planning program activities with other departments and organizations; completing and signing forms which have significant effects on program participants such as defendant release forms, employee hiring documentation, and special handling waste disposal documents. Arranges for necessary actions to be taken such as: contacting officers and escorting clients to Home Detention Office, working with recyclers to establish hauling schedules, and arranging for and conducting new employee orientations.		B2
5.	Provides technical program area information and develops referral resources. Drafts, implements, and assists in enforcing policies and procedure.		A1
6.	Conducts sensitive interviews, screenings, program orientations, training sessions and meetings for purposes such as: employment, defendant release, and/or determination of case management referral. Interviews may be conducted in person or by telephone, and facts gathered are evaluated and used to provide advice or recommendations to the interviewee or professional responsible for the case.		B2
7.	Performs other duties as required.		

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Knowledge of: (Position requirements at entry):

Knowledge of:

- Practices and principles of project management;
- Office practices and procedures including financial data processing;
- Terminology, laws, rules, and regulations governing area of assignment;
- Purposes, theories, principles and practices related to assigned program;
- Operational methods, including research, interviewing and investigative methods;
- Program resources such criminal justice and community resources, recruiting sources, or waste haulers;
- Case and/or file management techniques; and
- Customer service techniques.

Skills (Position requirements at entry):

Skill in:

- Using a personal computer and related software applications, and operating basic office equipment;
- Researching, gathering and analyzing data and formulating sound conclusions;
- Conducting interviews in person or by phone;
- Preparing complex reports, documents, notices and descriptions;
- Performing basic mathematical calculations;
- Paying attention to detail and accuracy;
- Gathering information such as inmate, employment, or case information;
- Resolving complaints and calming hostile or angry individuals;
- Giving presentations, public speaking, and facilitating meetings;
- Complying with laws, codes, ordinances, and regulations;
- Establishing and maintaining effective interpersonal relationships with County and other officials, at all organizational levels and with the public; and
- Communications, oral and written, sufficient to exchange or convey information and to receive work direction.

Training and Experience (Position requirements at entry):

Associates Degree in a related field and three (3) years of experience; or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job.

Licensing Requirements (Position requirements at entry):

Some positions may require specific certifications, depending on nature of assignment such as: a valid Washington State Driver's License. Additional training may be required upon hire.

Working Conditions:

Environment: work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

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.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

Approved 1/1/98

Revised 1/1/99

Revised: 11/30/22