

YAKIMA COUNTY, WASHINGTON
Class Specification
Class Title: Program Representative III

BAND: B B	GRADE: 2 3	SUBGRADE: 5 2	CLASS CODE: J23-1525
DEPARTMENT: Varies	ACCOUNTABLE TO: Varies	JOB FAMLY: Administration-Programs	OVERTIME STATUS: Non-Exempt
JOB SUMMARY: The Program Representative III performs a variety of activities involving investigation, research, planning, evaluation and administrative support in a program area under the guidance of a professional. Provides a direct liaison to and coordinates specific activities between the assigned Department and other departments / entities. Performs a wide variety of complex duties including development of effective procedures to ensure efficient and timely flow of information, forms, and resources to and from departments / entities in such matters as: dissemination of policy, compensation, benefit, safety, and other information; completion of payroll and other personnel documentation; recruitment, selection, and advancement of staff members and responds to various inquiries, issues and concerns.			
DISTINGUISHING CHARACTERISTICS: The Program Representative III is the highest level of a three-classification series. This class is distinguished from the Program Representative II class by the need for additional decision-making authority, comprehension of multiple facets/ types of rules and regulations and the need to communicate and provide assistance to professionals. It is distinguished from other classes by primary assignment to research, planning and analysis activities performed to accomplish specific objectives of broad County programs under the guidance of a professional.			
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (Position assignments may vary.)		BAND / GRADE
1	Performs 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 and employee hiring documentation. Arranges for necessary actions to be taken such as: contacting officers and escorting clients to Home Detention Office and arranging for and conducting new employee orientations.		B2
2	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
3	Provides assistance for clients, employees, offenders or the general 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
4	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
5	Provides technical program area information and develops referral resources. Drafts, implements, and assists in enforcing policies and procedure		B2
6	May supervise subordinates; recommends and implements decisions regarding employee selection, performance and / or discipline; coordinates and / trains staff on department procedures, use of office equipment and / or computer programs.		B2
7	Conducts sensitive interviews, screenings, program orientations, training sessions and meetings for purposes such as: employment, defendant release, and/or determination of		B2

	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.	
8	Responds to and resolves complaints, problems and inquiries requiring a supervisor's attention.	B2
9	Performs other duties as required.	

Knowledge: (Position requirements at entry):

Knowledge of:

- Terminology, laws, rules & regulations related to the department / division the position located
- Organizational management, practices & principles;
- Data processing systems and methods for input;
- Supervisory theories, practices and principles;
- Modern office procedures and phone etiquette;
- Customer service and basic interviewing and conflict resolution techniques

Skills (Position requirements at entry):

Skills in:

- Preparing technical reports and processing documents, computer databases and spreadsheets;
- Making decisions in accordance with office policies and state statutes
- Interviewing others and gathering information;
- Assisting others in evaluating options and interpreting data;
- Training, coaching and mentoring staff members;
- Reviewing and verifying accounting information and performing calculations;
- Handling multiple tasks and resolving complex problems; Organization, prioritization and paying attention to detail and accuracy;
- Maintaining and organizing accurate and complete records
- Recognizing and responding to confidential and sensitive issues in professional manner;
- Establishing effective interpersonal working relationships with co-workers, other agencies and the general public; and
- Communication, both oral and written, sufficient to give and receive direction.

Training and Experience (position requirements at entry): Associate degree and four years of related professional level experience or any combination of experience and training which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job.

Licensing Requirements: 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 employment.

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:

New class: 11/2022

Revised: 01/2023