

**BRISTOL BAY NATIVE ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: 477 Program Assistant I-IV

OBJECTIVE: Provide administrative, clerical, customer service, data entry, and program support services that are essential for the efficient operation of the Workforce Development Department. Assist clients, support staff, maintain records, ensure accurate documentation, facilitate communication, and support program compliance with Federal, Tribal, State, and BBNA requirements.

QUALIFICATIONS (Required at All Levels)

License / Certification

- Current Alaska Driver's License
- Current vehicle liability insurance

Computer Skills

- Microsoft Word, Excel, Outlook
- Keyboarding and data entry
- Ability to learn and utilize TAS and Workforce Development databases

Knowledge & Abilities

- Ability to maintain confidentiality
- Ability to communicate professionally with clients and staff
- Familiarity with Bristol Bay communities, people, and cultures
- Demonstrated ability to achieve Essential Job Results listed in Attachments I-IV

PROGRAM ASSISTANT I	PROGRAM ASSISTANT II	PROGRAM ASSISTANT III	PROGRAM ASSISTANT IV
High School Diploma or GED. Entry-level administrative experience preferred. Requires close supervision.	High School Diploma or GED and two years progressively responsible office experience. Works independently on routine assignments.	Associate Degree or specialized training and four years progressively responsible administrative/program support experience. Requires limited supervision.	Associate or Bachelor's Degree preferred or six years progressively responsible administrative/program support experience with demonstrated leadership abilities. Functions independently and provides guidance to others.
Learns Workforce Development programs and procedures.	Demonstrates proficiency in administrative and TAS functions.	Functions as lead administrative support and assists with training staff.	Serves as senior administrative specialist and departmental resource.
Complete achievement of certain of the above specifications may not be required if, in the opinion of BBNA a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education, or estimate of future potential.			

COMMON JOB RESULTS FOR EACH LEVEL

Protect Program Integrity and Client Privacy

By

- Following BBNA confidentiality policies.
 - Protecting client information during and after employment.
 - Maintaining ethical and professional standards.
 - Ensuring records are secure and accessible only to authorized personnel.
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Contribute to the Overall Team Effort

By

- Supporting Workforce Development staff to accomplish department goals
 - Assisting with departmental projects.
 - Adapting to changing priorities.
 - Inventory and order office supplies as needed.
 - Maintain and follow up on departmental ordering and check requests.
 - Assist with travel planning and reimbursement documentation.
 - Schedule teleconferences and virtual meetings.
 - Assist with outreach and recruitment activities.
 - Assist with monthly client communications.
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Keep Management Informed

By

- Participating in Workforce Development meetings.
 - Maintaining accurate records and documentation.
 - Providing requested reports and updates.
 - Communicating operational concerns promptly.
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Travel In and Out of Region

By

- Participating in trainings and meetings as required.
 - Representing BBNA professionally during travel.
 - Following BBNA travel policies and procedures.
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Monitor and Improve Program Quality

By

- Identifying barriers to efficient service delivery.
 - Recommending improvements to processes and systems.
 - Supporting department goals and objectives.
 - Assisting with program compliance efforts.
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APPOINTED LEVEL: ATTACHED JOB RESULTS FOR PROGRAM ASSISTANT _____

WAGE RANGE:

	Program Assistant I		Program Assistant II		Program Assistant III		Program Assistant IV	
	Low	High	Low	High	Low	High	Low	High
Annual	\$33,150.00	\$65,793.00	\$35,119.50	\$69,946.50	\$37,069.50	\$74,197.50	\$39,351.00	\$78,682.50
Hourly	\$17.00	\$33.74	\$18.01	\$35.87	\$19.01	\$38.05	\$20.18	\$40.35

REPORTS TO: Deputy Director

DUTY STATION: Dillingham

Employee Signature

Date

Supervisor Signature

Date

Human Resources Director

Date

President & CEO Signature

Date

ATTACHMENT 1

477 PROGRAM ASSISTANT I

Provides entry-level clerical and administrative support while learning Workforce Development programs, procedures, documentation requirements, and database functions. Works under close supervision.

Achieves Program Goals and Objectives

By

1. Learning Workforce Development programs, services, policies, and procedures.
2. Greeting clients and providing professional customer service.
3. Answering and routing incoming telephone calls.
4. Receiving and distributing incoming mail.
5. Assisting clients with basic application packets and forms.
6. Maintaining reception coverage.
7. Learning TAS navigation and documentation requirements.
8. Scanning and imaging documents into client files.
9. Maintaining organized paper and electronic filing systems.
10. Printing and distributing Work Activity Calendars.
11. Assisting staff with basic data entry.
12. Maintaining office supplies and equipment
13. Learning Workforce Development terminology and services.
14. Completing assigned tasks within established timelines.

Keeps Management Informed

By

1. Reporting operational concerns to supervisor.
2. Assisting with preparation of monthly reports.
3. Maintaining accurate records of completed assignments.

ATTACHMENT 2

477 PROGRAM ASSISTANT II

Performs administrative and program support duties with moderate independence. Assists with client intake, documentation management, TAS functions, and departmental operations.

Achieves Program Goals and Objectives

By

1. Understanding Workforce Development program requirements.
2. Assisting with intake and application processing.
3. Reviewing applications for completeness.
4. Entering client data into TAS.
5. Uploading and organizing client documentation.
6. Generating routine reports.
7. Scheduling meetings and teleconferences.
8. Coordinating travel requests and reimbursements.
9. Ordering and distributing office supplies.
10. Maintaining active and archived files.
11. Assisting staff with database functions.
12. Monitoring documentation for completeness.
13. Assisting with community outreach activities.
14. Cross-training with other Workforce Development positions.
15. Working independently on routine assignments.

Keeps Management Informed

By

1. Tracking administrative deadlines.
2. Reporting file deficiencies.
3. Assisting with monthly program reporting.

ATTACHMENT 3

477 PROGRAM ASSISTANT III

Serves as lead administrative support and performs advanced program support duties with limited supervision. Assists with staff training, quality assurance, and workflow coordination.

Achieves Program Goals and Objectives

By

1. Maintaining advanced knowledge of TAS and Workforce Development procedures.
2. Monitoring workflow and administrative processes.
3. Reviewing files for accuracy and completeness.
4. Identifying documentation deficiencies.
5. Assisting with audit preparation.
6. Training new administrative staff.
7. Developing desk procedures and training materials.
8. Coordinating department projects.
9. Producing monthly and quarterly reports.
10. Monitoring data quality and accuracy.
11. Assisting with compliance reviews.
12. Supporting outreach and community events.
13. Recommending process improvements.
14. Serving as lead administrative support.
15. Assisting management with special projects.

Keeps Management Informed

By

1. Providing detailed operational reports.
2. Identifying trends and recurring issues.
3. Assisting with corrective action planning.
4. Participating in program planning activities.

ATTACHMENT 4

477 PROGRAM ASSISTANT IV

Provides senior-level administrative leadership and program support. Functions independently, oversees administrative systems, assists with compliance activities, and mentors lower-level Program Assistants.

Achieves Program Goals and Objectives

By

1. Serving as departmental subject matter expert for administrative operations.
2. Coordinating department-wide administrative activities.
3. Monitoring compliance with documentation requirements.
4. Conducting file and documentation reviews.
5. Assisting with internal and external audits.
6. Analyzing data and preparing management reports.
7. Developing and updating administrative procedures.
8. Leading administrative projects.
9. Mentoring Program Assistant I-III staff.
10. Assisting with onboarding and staff development.
11. Supporting grant reporting activities.
12. Identifying operational risks and recommending solutions.
13. Monitoring departmental performance indicators.
14. Coordinating administrative support across Workforce programs.
15. Participating in strategic planning and continuous improvement efforts.

Keeps Management Informed

By

1. Providing monthly, quarterly, and annual operational reports.
2. Reporting compliance concerns and operational risks.
3. Recommending procedural improvements.
4. Assisting leadership with planning, audits, and grant administration.