

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2800400

Program Aide, Grade 13

Brief Description of Class

Program Aides perform a variety of substantive professional, technical, and administrative duties under the supervision and guidance of professional staff in agency-specific programs or in administrative areas such as finance, budgeting, or human resources.

Distinguishing Characteristics

Program Aide: performs lower level professional assignments that require specific program knowledge and closely resemble those typically performed by professional staff in the same organization. Assignments are characterized by the application of clear guidelines or precedents, which require basic analysis, review, and decision-making. These duties are distinct from the record-keeping, tracking, office management, and information gathering activities done by Administrative Assistants 1 and 2. Program Aides do not perform a mix of professional duties and secretarial duties, such as distributing incoming correspondence, routing telephone calls, greeting visitors, or maintaining calendars.

Clerical activities are not characteristic of positions in this class. Any clerical duties performed are incidental and directly related to the professional-level program administrative responsibilities of the organization.

Related Classes

Accountant Aides perform paraprofessional duties to support the work of accountants and auditors.

Legal Assistants 1 perform paralegal duties to support the work of attorneys.

Illustrative Tasks

Applies analytical techniques as required by the program area.

- Develops, maintains, and updates database programs and methods of data analysis for agency programs.
- Researches laws, rules, and regulations to find alternative approaches to administrative problems or issues.
- Monitors and evaluates data for deficiencies and assists in correcting problems.
- Collects, tabulates, and analyzes data.
- Draws conclusions from analyzed data and makes appropriate recommendations.
- Creates tables and charts; and drafts reports to document analyses and procedures.

Assists in monitoring compliance with administrative and programmatic financial requirements.

- Reviews and makes recommendations on grant applications and contracts.
- Monitors the use of funds to ensure compliance with applicable laws, rules, and regulations.
- Gathers, reviews, and evaluates information required by professionals to conduct financial and program audits.
- Drafts procedures and provides guidance on requirements for budget revisions and amendments.
- Assists in the preparation, review, evaluation, and analysis of a variety of reports and other documents specific to the assignment.
- Liaisons with various agency program staff and other State, local, and federal agencies.

Performs various budget/finance activities.

- Compiles, tabulates, and verifies financial and statistical data, such as financial projections and performance indicators, to be used in the preparation and analysis of agency budget submissions or in response to questions from the Division of the Budget (DOB).
- Assists in monitoring agency expenditures by comparing expenditures with DOB guidelines, the State Finance Law, agency programs and policies, previous budget requests and applicable federal policies and rules.

- Reviews budget data prepared by agency program staff for completeness and responsiveness to budgetary needs and projections. Confers with program administrators to exchange information and resolve questions.
- Compares legislative budget with the proposed budget to identify differences.

Performs human resources assignments depending on the scale of the program.

- Works with program staff to source candidates for job vacancies.
- Assists in the recruitment of employees by answering questions and providing information concerning salary, benefits, working conditions and locations, agency/facility goals and objectives, and the structure and operation of State government.
- Reviews employment applications and identifies candidates that meet qualifications for job postings.
- May perform initial interviews with candidates to determine qualifications and interest in employment; or perform exit interviews to gain information on turnover.
- Drafts recruitment materials and job postings for review by higher level staff.
- Assists in position classification activities by compiling data or drafting documents such as transmittal correspondence, organizational charts, duties descriptions, and other related materials in accordance with applicable procedures and requirements.
- Reviews tentative examination announcements, identifying discrepancies with previous announcements and reports of recent conferences, and refers potential problems to higher level staff.
- Compiles background information for grievance and disciplinary hearings.

Independence of Operation

Program Aides work under the supervision and guidance of professional staff in administrative or agency-specific programs. They exercise a considerable amount of independent judgment in the performance of duties and application of various State and federal laws, procedures, rules, regulations, and guidelines that require interpretation. Incumbents independently determine the needs and priorities required to support professional staff; and provide input into the assigned area's operations.

Supervision Exercised

Positions may supervise clerical and/or technical employees by prioritizing work assignments, ensuring efficient and effective workflow, and training and evaluating staff. In turn, incumbents are supervised by professional staff in administrative or agency-specific programs.

Minimum Qualifications

Transition: one year of permanent competitive service in a clerical, keyboarding, secretarial, or paraprofessional title allocated to Grade 5 or higher.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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