

League of California Cities

Program Assistant, Institute for Local Government

Position Title:	Administrative Assistant I - Program Assistant
Classification:	Membership Services I
Salary Range:	Membership Services I
Department:	Institute for Local Government
Employment Status:	FLSA
Appointment:	Appointed by ILG Director, subject to approval of League Executive Director
Performance Review:	By the ILG Public Engagement Program Manager
Direction Received:	Receives direction from the ILG Public Engagement Program
Supervision Exercised:	None
Judgment:	Exercises some independent judgment

Position Purpose

To provide general administrative support to ILG and ILG's public engagement program

Essential Position Duties

Public Engagement Resource Development

- Support content development of new program resources and training.
- Assist with newsletter articles, social media posts, website content in conjunction with other PE team members and the ILG Communications Manager.

Meetings/ Meeting Planning

- Support successful meeting execution by assisting with meeting preparation and logistics such as: creating name tags and table tents, making copies and meeting packets, making coffee, ordering refreshments, working with vendors, overseeing room set-up, ensuring AV works properly, cleaning up after meetings.
- Travel (by automobile, airline, and other forms of transportation) to meetings with funders, local and other public agency officials, and others who may have interests, information and resources relevant to ILG's work.

Support Program Networks

- Assist as needed with the PE Panel of Advisors and PE Champions.
- Assist as needed with the California Consortium for Public Engagement.
- Assist as needed with efforts relating to the National Coalition for Dialogue and Deliberation, the International Association of Public Participation, the Deliberative Democracy Consortium and the Davenport Institute.

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Contracts

Assist with contracts. Organize contract files in conjunction with ILG's bookkeeper.

- Assist with collection of necessary insurance paperwork needed when contracting with an entity (cities/ counties/ special districts).
- Work with ILG's accountant to obtain financial reports as necessary.
- Assist with tracking project budgets.
- Assist with billing. Ensure the necessary data to bill clients is gathered each month. Facilitate preparation of invoices in coordination with ILG's bookkeeper.

Administrative Assistance

- Assist with travel arrangements as needed for other Public Engagement Program staff.
- Scheduling and calendar management in an evolving environment.
- Copying of documents in anticipation of conferences, events, meetings.
- Mailing documents.
- General support of Program Manager.

Desired Qualities

Work Product

- Use time efficiently to produce expected work product; meet deadlines; submit timely and accurate reports (time accounting and expense reports).
- Consistently perform work with desired level and amount of detail; provide clean, neat, complete, well-organized finished product.

Communication

- Express ideas and information clearly and concisely using vocabulary and grammar appropriate to each situation; create a sense of confidence and friendliness; listen to others.
- Use proper grammar, syntax, diction and punctuation in written materials; proof edit own work (and others when asked to do so); prepare documents that reflect principles of good layout and design (including adherence to ILG style templates).
- Exhibit interest in and concern for local officials and others turning to ILG for assistance; have strong commitment to providing customer service that is polite, courteous, prompt, attentive and helpful; demonstrate tolerance, respect and control when assisting others; follow through to completion on questions, concerns, requests and providing assistance.

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Work Habits

- Be punctual; appropriately use leave time and breaks.
- Exercise proper time management; anticipate and plan for demands on time; manage workload; properly gauge and set priorities; distinguish between important and less important tasks.
- Be self-motivated; contribute ideas and work improvement methods; demonstrate desire for job-related self-improvement; self-directed.
- Present a positive attitude; serve as a role model; foster a constructive work environment.
- Be flexible and adjust to new, unusual or changing work conditions and priorities; pitch-in to help co-workers in a crunch.
- Transport materials (including boxes containing paper, books, supplies and other items), people, computers and other devices to meetings.
- Regularly and timely inform ILG supervisors and team members of information of interest to the accomplishment of program and ILG goals; communicate with funders, volunteers and others as directed by supervisor(s).

Workplace Environment

- Develop and maintain positive and respectful working relationships with other members of ILG team (including supervisors, program and support staff, consultants and other vendors and volunteers) to accomplish work program tasks collaboratively, on time, within budget and according to ILG standards of quality.
- Make a concerted effort to get along with spirit of cooperation, respect and courtesy; attempt to constructively resolve conflict with colleagues; display a sense of teamwork.
- Present professional image and dress in a manner appropriate for position and occasion.

Work Standards

- Identify with ILG's mission, values and policies; demonstrate familiarity with local official concerns; show commitment to serving and meeting the needs of local officials
- Keep abreast of and comply with ILG and League personnel and administrative policies.

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- Be a careful and conscientious steward of scarce ILG resources, including money, staff time, relationships and materials.

Minimum Qualifications

Knowledge of:

- Effective time management practices to bring about the timely and successful completion of specific tasks.
- Principles and practices of document production, review and transmittal within a professional environment.
- Principles and practices of document management, including hardcopy and electronic document filing.
- Microsoft Office software, other software and hardware typically used in an office setting.

Ability to:

- Be self-supervising and follow-through on necessary tasks without close supervision or the need for reminding.
- Understand and carry out both verbal and written directions.
- Establish and maintain work relationships, contributing to a positive work environment and morale.
- Learn how to capably use ILG website software.
- Assist with organizing and executing educational workshops and seminars, both in person and on the internet.
- Manage competing demands, projects, assignments, priorities and responsibilities on a daily basis.
- Identify and recommend refinements and improvements to work processes.
- Comply with ILG and League policies, procedures, rules and regulations.
- Travel throughout California and from time to time elsewhere on day, overnight and multiple-day trips to advance ILG goals, priorities, objectives and to complete assigned duties and responsibilities.
- Capably operate a full range of office equipment and software, including using, managing and communicating via e-mail.
- When requested, be able to work beyond ILG's minimum 8:30 a.m. to 5:00 p.m. Monday through Friday work schedule when necessary to participate in meetings, meet deadlines, and accomplish tasks and goals.
- Learn new information, skills and approaches as are relevant and helpful to achieving ILG's goals.

Passion for and Commitment to

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- Supporting the mission of the Institute and its parent organizations.

Experience and Education

Any combination equivalent to experience and education that could provide the required knowledge and abilities described above. A typical way to obtain the knowledge and abilities would be:

- **Experience.** Some professional experience in office setting, including experience preparing and disseminating documents, answering phones and emails, balancing competing demands on time, tracking and accomplishing multiple tasks at once.
- **Education.** A high school diploma or equivalent; post high school coursework or degrees are a plus.