

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000663  
Grade 14**

**PROGRAM AIDE**

**DEFINITION OF CLASS:**

This is program support work performing paraprofessional assignments in operational programs or functions. The majority of contacts are with employees in the same or other departments and agencies of the County Government, State and Federal agencies, and non-profit and private sector organizations. The purposes of the contacts, which generally are of a cooperative nature with both parties working toward mutual goals, are for coordinating or carrying out program assignments. While this class of work involves employees talking with various members of the public, the provision of direct public service or assistance on a sustained basis is not a predominant characteristic of the class.

A distinguishing characteristic of this class is that an employee in this class utilizes knowledge of subject matter-program functions, regulations and procedures in carrying out a variety of related support activities in one or more programs. Assignments may involve use of office automation equipment and appropriate software applications. The employee independently plans and carries out work, obtains necessary data or information, and selects appropriate methods and procedures to accomplish work. Problems encountered in carrying out assignments are resolved in accordance with office policies and accepted practices. The employee uses judgment in locating, selecting and applying guidelines, references and procedures to fit specific situations and exercises resourcefulness in adapting operating procedures to accommodate changes or special conditions. The work involves a range of repetitive issues requiring the employee to identify and analyze a variety of conditions and factors which impact accuracy, reliability or acceptability of further program processes or program activities. The work is primarily sedentary, performed in an office environment and presents no significant hazards.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Oversees varied group activity including educational, cultural, health, recreational, and similar classes, activities, and programs.
- Tracks and/or monitors the status of a client population in support of program activities.
- Compiles, organizes, and/or reconciles and analyses data from various sources to maintain a variety of reports or databases on program services and activities; prepares reports of limited dimensions and complexity.
- Maintains statistics and/or databases on information relating to program services, activities, or participants.
- Performs data entry and utilizes a variety of office automation equipment and applicable software applications to originate/prepare records, documents, notices, reports, tables, and correspondences.
- Answers inquiries from the public and businesses relative to program-related regulations and procedures as well as requests for service.
- Serves as staff to established boards and committees providing support services in technical program functions.
- Defines and interprets regulations and requirements to applicants, other agencies, and the general

public.

- Establishes and maintains files and records in support of program.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the program area relating to the department/agency to which the position is assigned.
- Ability to communicate effectively in English both orally and in writing.
- Ability to deal tactfully, effectively and equitably with people.
- Skill in operating word-processing, microcomputer, and other office automation equipment and applicable software applications.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

**MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years paraprofessional experience supporting program/specialization area directly related to the assignment of the position.

**Education:** Completion of high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

Individuals appointed to a position in this class will be required to serve a probationary period of six months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** March 1978

**Revised:** February 1983

March 1988

**Classification Study:** February 1996 (M)

April 2010

August 2013

September 2014