



PROGRAM ASSISTANT
Department of Community and Family Services
Salary: \$43,408

This is a provisional position pending future civil service exam in the Dutchess County Department of Community and Family Services. This position is responsible for the performance of support functions for a program or service funded by government. The position is found across a variety of offices and departments and requires the performance of various clerical functions. Within each office, employees will learn specific clerical and regulatory requirements and processes involved in maintaining the functional programs of the unit or office. This position would be expected to perform the following functions depending upon unit needs: collecting, confirming and transcribing data from a variety of sources; entering information into a terminal and extracting this information in a variety of formats; answering inquiries from the public regarding eligibility and the provision of services; maintaining manual and automated logs and records; overseeing a centralized function such as mail distribution, fleet management or inventory. Initially, employees' work will be directly reviewed and supervised to be sure the employee is learning and applying rules and procedures of the office. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. This position does not supervise other employees but may direct the work of aides, interns, temporary employees and other lower level employees.

TYPICAL WORK ACTIVITIES:

Works with members of the public to gather or provide information concerning a program; gathers, collates, and summarizes information concerning a unit's programs or activities; prepares and processes records relating to such transactions, including applications, routine correspondence and database administration; prepares, receives, reviews, and verifies documents; performs data entry to open and close files; contacts other agencies and departments to gather routine information or to explain routine requirements for unit programs; screens and assembles specifically identified records and files for storage or disposal in accordance with established records control schedules; prepares vouchers and reviews information for correctness and to ensure that funds are available for payment; may specialize in centralized support service functions such as mail distribution maintains databases and produces lists or compiles information in accordance with program requirements; monitors files or cases for receipt of necessary forms/documentation and takes follow-up action including making phone calls and sending standardized letters employee benefits.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) Completion of two years (60 standard credit hours) from a regionally accredited or New York State registered college or business or secretarial school;
- OR: (B) Two years of full-time general office work experience which involved public contact and keyboarding;
- OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

In some positions, candidate may be required to possess a New York State Driver License at time of appointment and to maintain position.

FINGERPRINTING: A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

For immediate consideration, submit an application on or before 12/15/2025

Apply online at www.dutchessny.gov/jobs,

OR

Download an application from www.dutchessny.gov/jobs,

and mail it to the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie,
NY 12601

An EEO/AA Employer

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