

Florida State Courts System

Class Specification

Class Title: Program Assistant

Class Code: 7151

[Pay Grade 11](#)

General Description

The essential function of the position within the organization is to provide assistance with departmental programs. The position is responsible for assisting with programs, performing clerical tasks, and providing customer service. The position works under general supervision according to office procedures; decides how to complete tasks.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Provides assistance to Parent Facilitators; provides assistance to judges with necessary forms and orders, processing related correspondence and maintaining files, and providing case management in conjunction with prior grant funding requirements.

Orders and reviews files for referral to programs or courses; maintains case review, prepares court orders for judges, and disseminates copies of orders; utilizes rotation database to provide names of court-appointed attorneys to defense counsel and the court.

Maintains the 'wheel' of private mediators and arbitrators; enters and maintains information on each mediator/arbitrator and assigns cases from the rotation list; makes copies and notifies everyone involved in cases.

Serves as a Case Manager for pro se cases; reviews pro se family law files to ensure provision of accurate and complete information by litigants; meets with litigants to establish preparedness of cases for final hearings.

Schedules cases, maintains calendar, calls parties involved to coordinate schedule, and sends out appointments letters.

Assists with coordination of mediation for pro se litigants and coordination of counseling for child custody evaluations.

PROGRAM ASSISTANT

Serves as receptionist, answering telephones and greeting visitors; provides information, directs persons to proper personnel/department, or takes and disburses messages.

Maintains, requests and audits assigned budgets, consisting of reports, invoices and purchase orders; advises supervisor of problems and resolves minor issues as appropriate; prepares invoices for payment.

Interacts with other Courts System personnel, attorneys, outside agencies and the public to facilitate task completion.

Maintains an inventory of supplies, books, subscriptions and equipment for the department; prepares purchase orders and verifies receipt of orders; maintains an inventory database of furniture, equipment, hardware and software for rural counties; generates reports as needed.

Develops and updates databases and other programs to improve efficiency in data collection; provides training on programs.

Performs clerical tasks, such as preparing correspondence; setting up and maintaining filing/record systems; processing mail; preparing and distributing reports; requesting, picking up and distributing files; maintaining technology service logs; faxing; or photocopying.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Collects, classifies, copies, enters, posts and formats data or information.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Speaks with or signals to people, attends to their requests and conveys or exchanges information.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

PROGRAM ASSISTANT

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs semi-routine work involving set procedures and rules, but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with minor impact – affects work unit and may affect other units.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing.

PROGRAM ASSISTANT

Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Two years of college or vocational school education in office skills, paralegal or a closely related field.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Two years of related experience.

Licenses, Certifications, and Registrations Required

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None