PROGRAM SPECIALIST
Residential Sound Insulation Program (RSI)

DEFINITION
Under limited supervision, performs specialized administrative, financial, technical support functions in maintaining contract compliance and/or project management for the City's Residential Sound Insulation Program (RSI).

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Performs a variety of specialized administrative, financial, technical and/or customer service support functions on an independent basis for the Residential Sound Insulation Program;
- Communicates information about the RSI program and procedures as needed to clients, vendors, and/or customers seeking information to resolve issues and/or complaints;
- Researches, reviews/verifies data, prepares and processes program related documents and transactions for completion, accuracy, and conformance with established policies;
- Composes and prepares regular and ad hoc business correspondences as required;
- Designs and prepares departmental correspondences on procedural or informational matters;
- Implements and maintains various record keeping systems and contract compliance for the RSI program;
- Plans, arranges and coordinates meetings, conferences, workshops and handles office logistics.
- May assists in the preparation and monitoring of budgets, processes financial transactions including invoices and bills; audits and distributes revenue to accounts.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledge of office practices, procedures and organization, office record keeping and computer systems; business accounting and bookkeeping; basic math and correct English usage to include grammar, spelling, and punctuation;
- Skilled in: preparing detailed reports, minutes of official meeting, maintaining confidential data and information, making arithmetic and statistical calculations, establishing and maintaining effective work relationships with those contacted in the performance of required duties, and in establishing productive working relationships with all level of staff, and community members;
- Ability to: plan, organize and schedule work in the office, perform essential job duties with or without supervision, effectively communicate with all levels of staff verbally and in writing, to explain and provide organization, procedures and operational details of the City and assigned department/division process and procedures;
- Proficient in operating office equipment including computers, electronic devices to include MS Office software packages such as Word, Excel, PowerPoint and Outlook and other industry related software.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 15 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS:
Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be four (4) years progressively responsible experience providing specialized support to a department or program or an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver’s License.