



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Program Assistant

This is a first-level professional position accountable for assisting a program coordinator, program manager, or other administrative superior in the ongoing direction of an agency program or operation or performing administrative research, analysis, and/or evaluation in support of an agency program or operation. At this level, employees analyze and review efficiency of workflows and processes, and make recommendations for changes or improvements.

Knowledge, Skills, and Abilities

Working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

Knowledge of and the ability to demonstrate understanding of all assigned areas of program support, as well as the laws, principles, and practices as they are related to implementation within the agency.

Knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.



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Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

High school diploma or equivalent and two years of relevant experience.

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Requirements that may apply and are dependent on assigned areas of responsibility:

- ❖ Must obtain and/or possess and maintain a valid driver license.
- ❖ Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- ❖ Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
- ❖ Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
- ❖ Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

Necessary Special Requirements

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.



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Pay grade: 20

FLSA Status: Non-Exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 07/01/2024

Reviewed: 07/01/2024

Revised: --