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| **Job Title:** | **Program Assistant (Term Position, through 6/30/15)** |
| **Position opens:** | October 28, 2013 |
| **Position closes:** | *November 8, 2013, noon* |
| **Salary range:** | Starting annual salary $43,116 - $49,932 (Grade II, Step A-D) depending on skills and experiencePosition is represented by Teamsters Local Union No. 763 |
| **Work week:** | Monday – Friday, 38.75 hours |
| **To apply:** | Please email your letter of interest and resume to Susan Campbell at recruitment@pscleanair.org. |

The Puget Sound Clean Air Agency is a regional government agency that works to protect air quality and the health of the 3.7 million people living and working in King, Kitsap, Pierce and Snohomish counties. Our staff of 70 people is comprised of air quality planners, engineers, inspectors, meteorologists, technicians, project managers and communicators, as well as computer services, human resources, legal, records management, accounting and administrative staff. We are governed by a Board of Directors of elected officials from our four counties and the largest city in each county, as well as one member representing the public at large.

We currently seek a Program Assistant to support the Tacoma-Pierce County Wood Stove Program. Currently, part of Pierce County does not meet the national health-based standards for fine particle pollution (referred to as the “Smoke Reduction Zone”). The Wood Stove Program staff delivers the grant-funded effort to help residents within the Zone comply with the regulation that all uncertified wood-burning devices be destroyed or rendered inoperable by September 30, 2015.

The Program Assistant position will report to the manager of the Clean Air Initiatives department, within the agency’s Air Quality Programs division. The position will be based in the agency’s Seattle office and may travel to Tacoma and Pierce County occasionally. In recognition of the limited timeframe of the current grant funding for the Tacoma-Pierce County Wood Stove Program, this position is a term position through the end of the current grant (June 30, 2015).

This is a unique opportunity to use your exceptional, high-level administrative and customer support skills to help clean the air. The successful candidate will be an individual with outstanding organizational, computer, writing and people skills who is passionately committed to supporting the administrative and customer liaison needs of the Wood Stove Program. This includes providing general administrative support for the smooth operation of the Program and providing customer service support to Program applicants and contractors; this requires keen attention to detail, empathetic customer skills, and strong ability to complete all steps in multi-stage processes. The Program Assistant performs the full range of moderate to complex clerical and administrative duties enhancing the day-to-day operations of the Wood Stove Program, as well as frequent customer support functions. General administrative support for the department, the division, and the agency as a whole may be required as time allows.

**The specific job responsibilities include but are not limited to the following:**

* **Supporting Wood Stove Program.** This includes but is not limited to reviewing submitted materials (e.g. Program applications, contractor invoices) for completeness; working with contractors and Program customers to complete their submissions or applications; preparing customer packets with varying contents; tracking project information; surveying Program customers; data entry and processing of program-related information; and responding to other similar administrative requests.
* **Coordinating mailings.** These could range from simple to quite complex, occasionally involving time-sensitive mail-merge functions often for large projects, coordination with external mail houses and printers.
* **Responding to information requests.** Providing timely response to requests for Program information from the public, external partners or staff, as appropriate.
* **Organizing and maintaining files and records.** Thisincludes filing electronic and paper correspondence for the Wood Stove Program in accordance with Agency public records policies.
* **Providing logistical support for Wood Stove Program events and meetings**. This includes, but is not limited to, scheduling meetings; taking and disseminating minutes; researching and booking venues; coordinating audio-visual equipment needs; preparing, formatting, and coordinating event materials as needed; managing event registration; setting up and taking down events; and staffing events.
* **Providing routine back-up** for the Agency’s reception desk and **performing other job-related duties** and special projects as assigned.

**Required Knowledge, Skills and Abilities**

* Proven organizational skills and consistent attention-to-detail.
* Proven ability to work dependably and successfully under tight deadlines, and high quality standards.
* Proven collaborative teamwork experience, with internal teams and external partnerships.
* Proven sound judgment and problem solving, including developing solutions to project-related problems and issues.
* Excellent verbal and written communication skills, including proficiency with English grammar, spelling and punctuation used in business settings as well as proofreading skills.
* Advanced proficiency with Microsoft Office 2010, especially Word, Excel, Outlook, and PowerPoint.
* Demonstrated ability to enter data into existing databases and Excel spreadsheets with accuracy and attention to detail, and manage and maintain such data.
* Demonstrated ability to work with electronic records and data files, including file transfer to and from internet sources and e-mail;
* Proficiency and ease with conducting relevant and timely internet research on wide variety of topics.
* Proven patience, empathy and professional demeanor for interactions and effective communication with employees and the public, including a strong customer service orientation.
* Demonstrated capability as a routine multi-tasker, adept at managing paper flow, multiple priorities and varied complex tasks effectively and efficiently with attention to deadlines, accuracy and composure.
* Physically able to perform essential functions of the job with or without reasonable accommodations.
* Available for occasional staffing of events/meetings outside of Agency normal operating hours.

**Desired Knowledge, Skills and Abilities**

* Experience with web editing, ideally using Contribute, DreamWeaver or HTML.
* Proficiency with Constant Contact.
* Fluency in Spanish or another non-English language is highly desirable.

**Education and Experience**

Any education and experience which provides the knowledge, skills and abilities to perform the job. An example of minimum education and experience would be:

* **Education:**  A high school diploma and college coursework in communications, public relations, marketing, business administration, environmental issues, or related field.
* **Experience:** 4-6+ years of relevant experience in administrative support, customer service, project support, communications program planning, project management, social media, presentation skills, and writing. Successful experience supporting a program team highly desirable.