PROGRAM AIDE
(Special Events)

DISTINGUISHING FEATURES OF THIS CLASS: Under direct supervision by the Director of Special Events, the incumbent assists in office management, development and execution of events produced by the office. The work is of a higher-level supportive nature with abilities to plan and coordinate events, and requires good knowledge of the policies, functions and procedures of the Office of Special Events. Unique to this position are the hours of operation, some mandatory weekend and Holiday hours during events, and the ability to work in adverse weather conditions. The incumbent may be required to assist in the location set-up, design and break down of displays, booths, etc., in coordinating events. Supervision over others is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- Performs a wide range of clerical, secretarial and administrative tasks and activities at the instruction of the Director;
- Answers telephones, responds to inquiries and routes visitors;
- Performs filing and general office tasks;
- Utilizes automated computerized system functions for production of communications, databases, mail merges etc.;
- Updates and stores department forms on a computer;
- Assists with facilitating artist, vendor, sponsor and volunteer applications for events;
- Assists with social media, graphic design and event research for promotional purposes;
- Researches similar events and complies comparable data for department review;
- Sorts and files correspondence, mail, etc.;
- Orders office supplies and maintains inventory of supplies and equipment;
- Operates a wide variety of office machines, including computer, typewriter, fax, copier, shredder, etc.;
- Participates in and attends all special events held;
- Manages display exhibitions in City Hall rotunda cases;
- Assists in the physical transport, set-up and breakdown of event materials (brochures, fliers, posters, signs, etc) to and from event locations;
- Plans and manages Fine Arts Show at the Albany Tulip Festival;
- Maintains computerized databases;
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of organizational and human resource management;
- Good knowledge of computer programs and software applications;
- Working knowledge of office practices, procedures and equipment;
- Excellent organizational skills;
- Excellent public speaking and communication skills;

SEE REVERSE SIDE

- Ability to deal calmly and effectively with co-workers, volunteers and the public;
- Ability to lift moderately heavy boxes or items;
- Ability to work independently;
- Ability to type accurately;
- Ability to understand and follow oral and written instructions;
- Outgoing personality;
- Willingness to work outside in all types of weather and conditions;
- Tact;
- Courtesy;
- Resourcefulness;
- Reliability;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree or higher in Tourism and Hospitality Management, Human Services, Business Administration or closely related field, and one (1) year full-time paid experience (or its *part-time equivalent) associated with the planning of events, programs, festivals, or similar large scale events; OR

B. Graduation from high school or possession of a high school equivalency diploma and two (2) years full-time paid administrative/clerical support experience, **and** two (2) years full time paid experience (or its *part-time equivalent) as defined in (A) above; OR

C. Any equivalent combination of training and experience as defined by the limits of (A) or (B) above.

SPECIAL NOTE:
*Volunteer experience may be substituted for its part-time equivalent.

SPECIAL REQUIREMENTS:
This position will require an incumbent to work flexible hours including evenings, weekends and holidays and to work in adverse weather conditions.

Rev.: 4/30/14