

SENIOR PROGRAM AIDE

DISTINGUISHING FEATURES OF THIS CLASS The work involves responsibility for performing advanced administrative, programmatic, and event coordination activities in support of City-sponsored programs, initiatives, festivals, special events, and community engagement efforts. The incumbent works with considerable independence under the general supervision of a department head or designee and is responsible for coordinating multiple projects simultaneously, developing and implementing volunteer recruitment and retention strategies, overseeing event logistics. The Senior Program Aide serves as a key liaison between City departments, community organizations, vendors, sponsors, artists, and volunteers to ensure the successful planning and execution of programs and events. The work requires independent judgment, strong organizational skills, and the ability to manage complex assignments with minimal supervision. Supervision may be exercised over Program Aides, seasonal staff, interns, and volunteers.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Coordinates and assists in the planning, development, implementation, and evaluation of City-sponsored programs, special events, festivals, and community outreach initiatives;
- Serves as lead coordinator for assigned events and projects, ensuring compliance with timelines, budgets, and operational requirements;
- Develops and maintains relationships with community organizations, sponsors, vendors, artists, contractors, and volunteers;
- Coordinates volunteer recruitment, training, scheduling, and retention activities;
- Assists in developing event policies, procedures, and operational plans;
- Oversees event logistics including permits, site layouts, equipment needs, vendor assignments, and staffing plans;
- Assists with budget tracking, purchasing, and monitoring expenditures for assigned programs and events;
- Creates, reviews, and maintains databases, reports, spreadsheets, correspondence, promotional materials, and program records;
- Researches best practices, trends, and comparable programs to support program development and strategic planning;
- Assists with grant-related activities including data collection, reporting, and program documentation;
- Coordinates social media content, marketing initiatives, and public information efforts related to programs and events;
- Provides guidance and direction to Program Aides, interns, seasonal employees, and volunteers;
- Assists with the development and management of community engagement and volunteer programs;
- Represents the department at meetings, public events, and community functions;
- Participates in the physical setup, operation, and breakdown of events and activities;
- Prepares reports, presentations, and recommendations regarding program performance and event outcomes;

- Responds to inquiries from the public, elected officials, community organizations, and partner agencies;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of program administration and event management principles;
- Good knowledge of volunteer management and community engagement practices;
- Good knowledge of organizational and project management techniques;
- Good knowledge of office management practices and procedures;
- Good knowledge of computer software applications, including database, spreadsheet, presentation, and publishing programs;
- Ability to coordinate multiple projects and priorities simultaneously;
- Ability to develop and maintain effective working relationships with community partners, vendors, volunteers, and the public;
- Ability to prepare reports and maintain accurate records;
- Ability to communicate effectively both orally and in writing;
- Ability to lead and direct the work of volunteers, seasonal staff, and support personnel;
- Ability to work independently and exercise sound judgment;
- Ability to organize and coordinate large-scale events and activities;
- Ability to lift and transport moderately heavy materials and equipment;
- Ability to work evenings, weekends, holidays, and outdoors in varying weather conditions;
- Initiative;
- Resourcefulness;
- Tact;
- Reliability;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Bachelor's Degree in Public Administration, Business Administration, Hospitality Management, Event Management, Human Services, Communications, Recreation Administration, Marketing, or a closely related field, and two (2) years of full-time paid experience in program administration, community engagement, volunteer coordination, event planning, festival management, or related activities;
- B. Associate's Degree in one of the fields listed above and four (4) years of full-time paid experience as described in (A); OR

- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience as described in (A);OR
- D. Any equivalent combination of training and experience as defined by the limits of (A) through (C) above.

Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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.