



## Program Support Specialist III

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<b>Classification:</b>	Program Support Specialist	<b>Reports to:</b>	Finance Division Manager
<b>Division:</b>	Finance Administrative Division	<b>Direct Reports:</b>	None
<b>FSLA:</b>	Non-Exempt	<b>Pay Range:</b>	770

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This position is generally responsible for the more complex administrative support functions and those requiring in-depth expertise in the functions and services of the department or program. Duties typically include processing of materials, research and analysis, use of various computer applications and other administrative support functions. Responsible for providing technical assistance and guidance to other programs and departments. Distinguished by the requirement for a thorough and detailed understanding of the goals and functions of the department or program. Program Support Specialist is part of the finance administrative division and performs work using independent judgment and discretion in carrying out time-sensitive and critical duties. Works in a fast paced, dynamic, and changing environment with an ability to prioritize and maintain attention to detail.

### Program or Department Areas

Radio Services

Technical Services

### Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Prepares correspondence, reports and other documents
- Gathers and compiles information and prepares reports and analyses in response to complex and/or urgent issues or as assigned
- Provides direct customer service in the more complex service areas
- Develops and maintains computer databases or manual records systems
- Uses spreadsheets to track, analyze and report quantitative information
- Processes forms, applications, service requests and payments
- Develops or recommends new policies, systems, work procedures and methods
- Implements new procedures and systems and trains staff
- Coordinates and organizes meetings, activities and functions; schedules rooms, assures notification of participants, arranges for necessary equipment and supplies
- Assists, guides or trains other employees
- Provide backup coverage for the front desk as assigned and perform other administrative services support team duties as required
- Oversee capital asset inventory, audits and surplus
- Serves as CRESA liaison with user agencies, service agencies, vendors and stakeholders
- Performs a variety of administrative duties including billing, receiving, ordering, invoice processing and requesting services for Agency equipment and facilities, organize and maintain office files and records; retrieve information, maintain file documents and records as needed
- Attends meetings with or on behalf of manager or division
- Participate as assigned in EOC activations, exercises, drills and other events related to agency response
- Assist with annual budget preparation, short and long-term divisional planning, coordinating, and organizing
- Process and respond to public records requests
- Assist with creating RFP scope of work
- Assist with public outreach activities and public education
- Provide project management, contract oversight and administrative duties on a variety of Agency projects including:
  - LNI and prevailing wage documentation



#### Job Description

- Review project documentation, proposals, RFP's, contracts, requirements, and other project-related documents
- Contract development and execution; project acceptance and payment; complete project closeout including project documentation
- Manage and oversee project schedule
- Proactively monitor project deliverables, deadlines and status; resolve discrepancies/issues or escalate issues for resolution by others
- Budget oversight, ordering, receiving, invoice processing and reconciliation
- Coordination of services and project communication with internal and external customers, staff and vendors; provide project updates
- Provide back-up CAD support upon request
- Develop, administer and manage site lease and co-location agreements and bi-directional amplifier and distributed antennas system agreements; process annual testing requirements
- Manage radio site access; maintain logs and associated agreements
- Work with Motorola Provisioning Manager (PM) and KMF radio system software to add, remove, and suspend subscriber equipment
- Design radio templates, program portable and mobile radios to meet user agency specifications
- Troubleshoot, resolve, and escalate reported radio issues in a timely manner; communicate with customers and determine what level of response is required for service requests
- Demonstrate operational aspects and features of equipment and communications systems; develop training presentations and provide end user training to internal and external customers; public outreach activities and maintenance of the 800 MHz Regional Radio system
- Manage and maintain master inventory and fleet map for all Clark County subscriber radios and radio talkgroups
- Assist with FAA/FCC filing and NOTAMs
- Performs other duties as assigned

#### Qualifications

- High School Graduate or GED
- Associates degree or equivalent college level education in business administration or technical science or a related field
- Over five years of responsible advanced administrative and technical support experience
- Experience in public safety or emergency communication highly desirable. However, this expertise is not required at entry into the classification.

**Knowledge of:** Administrative practices and procedures and technical processes, services and maintenance; technical and/or specialized functions, policies and procedures of the work unit; advance knowledge and skills in applicable computer applications and record keeping.

**Ability to:** Understand and execute complex oral and written instructions; apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations; understand and apply available guidelines, policies or procedures in diverse situations; prepare and present correspondence, reports and materials in clear, correct and comprehensible terms; develop and maintain effective working relationships with all employees, user agencies, federal, state and local agencies, community stakeholders, vendors, contractors and the public.

**Physical / Sensory Requirement:** The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.



## Job Description

Physical or Sensory Requirement	Frequency	Criticality of Requirement
<i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
<i>General / Broad Hearing.</i> Differentiate and comprehend:	Hourly / Constantly	Very Important
○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'	Hourly / Constantly	Very Important
○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'	Hourly / Constantly	Very Important
○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Hourly / Constantly	Very Important
<i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important
<i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Hourly / Constantly	Important
<i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.	Hourly / Constantly	Slightly Important
<i>Sit.</i> Remain in seated position to accomplish work.	Daily	Very Important
<i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Hourly / Constantly	Slightly Important
<i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Important
<i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Important
<i>Rapid Comprehension &amp; Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
<i>Complex Comprehension &amp; Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
<b>Environmental Working Conditions:</b> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.	Rarely	Not Applicable
<b>Level of Physical Activity:</b> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met.	Hourly / Constantly	Very Important

### EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

### IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.