

Neighborhood Services Program Aide

Dept/Div: Neighborhood Services/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs human support work assisting in the computer lab, conducting research for new programs to assist with computer instruction for adults, maintaining program memberships, assisting participants, maintaining records and files, and related work as apparent or assigned. Work is performed under the limited supervision of the Neighborhood Services Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Coordinates after school program activity agendas; assists with the development and revision of class materials; implements class material according to the schedule.

Maintains computer lab operations for the community and after school program users; ensures that the lab is ready for use; opens and closes lab; stocks paper in printers, restarts frozen computers, etc.; performs equipment updates as needed.

Transports youth to and from after school activities utilizing Authority assigned vehicle.

Completes the registration process for after school participants.

Prepares and maintains various program files and records including login sheets, report cards, progress reports, 4H club minutes, etc.

Researches and attends educational programs available for after school participants.

Provides participants with incentives to excel in studies and encourages participants to progress with daily life skills.

Provides training and ongoing assistance to adults in the community in operation of computer systems and basic computer skills.

Assigns daily worksheets to after school participants for completion; checks homework and provides assistance as needed.

Assists with the summer enrichment camp; monitors daily sign in/out and drop off of registrants; enforces camp rules and regulations; monitors assigned group; transports participants to and from approved locations; provides instructions and educates participants.

Attends meetings as required.

Knowledge, Skills and Abilities

General knowledge of programming techniques, programming languages, operating systems, electronic computers, and peripheral equipment used by the Authority; general knowledge of data processing equipment, systems, and methods; general knowledge of modern office procedures, methods, and practices; general knowledge of the current literature, trends, and developments in the field of computer lab operations and personal computers; skill in recognizing, analyzing, and providing solutions to difficult data processing problems; ability to detect and correct system failures and resolve issues; ability to follow complex oral and written instructions; ability to explain computer program functions and operating procedures; ability to prepare clear and concise instructions, and effectively express them orally and in writing; ability to exercise tact and courtesy in contact with the general public; ability to establish and maintain effective working relationships with associates, consultants, and the general public.

Education and Experience

High school diploma or GED and moderate experience in public housing computer programs including working with adults and youth, or equivalent combination of education and experience.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work frequently sitting, speaking or hearing, using hands to

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finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license in the State of North Carolina.

Last Revised: 8/25/2016