CLASS TITLE: SUMMER PROGRAM SPECIALIST I

CHARACTERISTICS OF THE CLASS

Under supervision, performs a variety of clerical, administrative and program monitoring duties in support of the Summer Food Nutrition Program, and performs related duties as required.

ESSENTIAL DUTIES

- Answers telephones and responds to inquiries from the general public, program participants and staff relating to the program’s nutrition sites, eligibility requirements and related issues.
- Maintains and organizes program records and manual files for individual nutrition sites.
- Collects and reviews weekly monitoring reports from agencies/sites reporting number of program participants, meals ordered and related information.
- Operates a personal computer to enter data, update and maintain the program’s database and generate reports of program’s activities.
- Receives calls and processes daily meal orders from program site staff for delivery to sites.
- Responds to complaints from agencies regarding quality and delivery of meals, working with program staff and food vendors to resolve problems.
- Drives to program’s nutrition sites and conducts site inspections to ensure site is in compliance with program guidelines regarding storage, handling and serving of food.
- Checks and verifies that meals are delivered within a specified timeframe, properly refrigerated until served and are consumed by program participants on site.
- Reviews sites’ program records to verify number of children being served and that appropriate number of meals are being ordered.
- Completes checklists and monitoring forms including narrative summaries documenting site inspections and problems or non-compliance issues regarding the delivery or quality of food.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of work experience performing record keeping, program administration or program monitoring duties.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver’s license is required.
- Must have permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

WORKING CONDITIONS

- General office environment.
- Exposure to outdoor weather conditions.
EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of
- clerical and office management practices and procedures
- applicable computer software packages

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.