



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 10/23/2025

Program Assistant (Management and Coordination)

Pay Scale: B

Level: 8

FLSA Status: Non-Exempt

Job Family: Central Office Support

Primary Location: The Historic Douglass High School

Department Overview

The Department of Support Services supports the learning environment by providing high-quality, safe, comfortable, well-maintained educational facilities and grounds, and safe student transportation. Providing timely, responsive, effective, and professional support to our students, teachers, staff, and community is our department's goal and one of our core values. The department includes the following teams: Construction Services, Environmental Health and Safety, Facilities Operations, Management and Coordination, Planning and GIS Services, Sustainability, and Transportation.

Job Overview

The Historic Douglass High School Education and Development Campus is home to various LCPS programs, including Child Find, Head Start/STEP, the Welcome Center, and Parent Resource Services, as well as multiple LCPS-Related Historic Organizations. The building is also shared with the County of Loudoun Parks, Recreation, and Community Services (PRCS), which manages the Douglass Community Center. The Program Assistant's primary role is to provide visitor management and assistance within the facility's main foyer.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Provide visitor management and assistance within the facility's main foyer. This includes, but is not limited to managing visitors with and without appointments utilizing LCPS security protocol, fielding phone calls through the main building phone line, providing user-level assistance with interactive historical display panels, providing customer service for families and community members seeking LCPS services and/or exploring historical displays, scheduling, and coordination of the conference room for LCPS use during regular work hours Monday-Friday, and acting as the building administrator.

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

High School Diploma or GED; Associate's Degree

Experience

Two (2) years of equivalent experience in a related field

Licenses and Certifications

Knowledge, Skills and Abilities

- Excellent customer service relations, communication skills, and interpersonal skills to serve the public
- Strong computer skills working in various software environments (presentations, word processing, developing spreadsheets, navigating websites, working with databases)
- Strong organizational skills and the ability to successfully maintain detailed records
- Ability to work independently in a high volume, fast-paced environment; demonstrated multi-tasking skills and flexibility
- Bilingual (Spanish)

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.