

Thank you for your interest in exploring career opportunities in New Hampshire State Government. Prior to clicking the "Apply Now" button above, it is important that you read the requirements for this position below. Please bear in mind that your education and experience must be relevant to the specific position you apply for. Complete your on-line profile including your employment history, education history, credentials, and contact information. You are encouraged to attach a copy of your current resume, however resumes will not be accepted in place of a fully completed application for employment. Original transcripts with a Registrar's signature and/or seal may be scanned and attached to your profile. Attachments made to your profile will be submitted with each application. If transcripts are required and are not attached to your profile, please forward copies of original transcripts with a Registrar's signature and/or seal, to the Human Resources office listed below referencing the Job Id you have applied to.

State of New Hampshire Job Posting  
New Hampshire Department of Safety  
Division of Fire Standards and Training & EMS  
33 Hazen Drive, Concord NH 03305  
**Program Assistant I**  
Labor Grade 12  
Position # 14340

The State of New Hampshire, Department of Safety, Division of Fire Standards and Training & EMS has a full time vacancy for Program Assistant I.

**Summary:**

To perform a variety of tasks to ensure the accuracy of course and student records for the Department of Safety, Division of Fire Standards and Training and Emergency Medical Services.

**Responsibilities:**

Responds to questions from the general public, students and fire and emergency services departments, concerning program policies, procedures, course availability and all aspects of the course approval process.

Performs reception duties for the Division, to include answering phones and directing questions to the appropriate unit.

Processes all applications that have been submitted for approved courses, to include checking them for completeness and for prerequisites if applicable.

Reviews, verifies and processes course completion documentation and student records to determine eligibility for agency programs and certification.

Retrieves and updates information and maintains a variety of documents on program participants in a computerized database or other tracking system to assure accurate processing of courses and certifications issued.

Inputs course and student data into computerized database issues documentary evidence of certification to students as well as their affiliated fire and emergency services departments.

Assists with providing clerical support for the division such as mailings, typing, assisting

with scanning projects, creating manuals, filing, etc.

Verifies data entry work of employees that do similar or related processes.

Other information:

**MINIMUM QUALIFICATIONS:**

Education: High school diploma, G.E.D. or its equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in a responsible clerical position, including experience in the program area to which the position is assigned.

License/Certification: None required.

**SPECIAL REQUIREMENTS:**

1. For appointment consideration, Program Assistant I applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

2. Selected candidate must undergo fingerprint-based background checks of both the federal and state repositories pursuant to RSA 21-P:15-c prior to employment.

Employees may be required to pay an agency/union fee.

For further information please contact: Chief Jeffrey Phillips, [jeffrey.phillips@dos.nh.gov](mailto:jeffrey.phillips@dos.nh.gov), 603-223-4213.