



## PROGRAM ASSISTANT (Program specific)

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	52	07/01/2017	Classified	1 of 3

### DEFINITION

To schedule and provide a variety of college services for assigned programs in order to attract, retain and support a diverse population of students; and to provide administrative support to assigned student services programs.

### SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Performs a variety of administrative support functions to assist in coordinating a student services program on assigned campus.
- Prepares correspondence, memos and statistical materials; answers phones.
- Compiles data from a variety of sources for statistical reports, student data reports, student records and files, or material requested by the District and State Chancellor's Office for the purpose of complying with financial and legal program requirements.
- Reviews applications or other program documents to determine acceptance.
- Processes eligibility and services for categorical programs in compliance with Title 5 regulations.
- Awards and disburses support services (e.g. book vouchers, meal tickets, grants, etc.).
- Arranges, schedules and assists in the development of training programs for faculty, staff and managers; assists faculty as needed in providing information on specific programs or areas.
- Assists students with navigating college processes as appropriate for assigned program; assists students in utilizing the services of the college and outside agencies; provides referral to auxiliary resources.
- Assists in the preparation of presentations, written information and other resource materials concerning available college and community services and programs.
- Assists in the development and performs delivery of workshops, activities and special programs to provide or promote access to and increased awareness of available student support services and programs; coordinates logistics, scheduling and participant communications.
- Coordinates with other departments and/or external vendors to arrange for support equipment, materials and services.
- Prepares and maintains records and files related to student contacts and the provision of services.
- Participates in and facilitates special events and activities as needed.
- Establishes appropriate linkages to special populations or community groups served; promotes program through participation in outreach and associations with high schools, middle schools or other local, regional or national organizations.



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- Performs related duties as assigned.

**MINIMUM QUALIFICATIONS**

Knowledge of:

- Policies and regulations related to a specific student services program.
- Applicable laws and statues governing access to public programs and services.
- Modern office procedures, practices and technology/equipment.
- Philosophy and objectives of students services programs.
- Problems encountered by students supported.
- English usage, grammar, spelling, punctuation and vocabulary.
- Basic statistical compilation and other record keeping methods and procedures.
- Modern software applications (Microsoft Office Suite, etc.).

Skill/Ability to:

- Assist students in identifying concerns and problems and suggest appropriate alternatives to resolve those concerns.
- Prepare and maintain a variety of records, reports, and confidential materials related to students.
- Schedule and perform a variety of support functions pertaining to assigned student support program area.
- Understand and carry out verbal or written instructions.
- Communicate effectively, both orally and in writing.
- Work independently and exercise good judgment in performing assigned duties.
- Keyboard with accuracy.
- Establish and maintain effective working relationships with those contacted in the course of performing required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

**EXPERIENCE AND TRAINING**

- Two (2) years of experience performing responsible administrative duties in a related program.

**EDUCATION/LICENSE OR CERTIFICATE**

- Possession of a high school diploma/GED or the equivalent plus additional coursework in a field related to the area of assignment.



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**CONDITION OF EMPLOYMENT**

- Must not have any unresolved financial issues with the U. S. Department of Education that would prohibit the ability to obtain National Student Loan Data System (NSLDS) access immediately.

Adopted: 07/01/17