



Position: Program Assistant II	Position Number:
Department/Site: Area's Office	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 31

DESCRIPTION:

Under limited direction, performs a variety of program coordination duties for specialized student services programs, grant or categorically funded programs, or instructional programs, including outreach and recruitment, eligibility, student success and retention activities, preparation and coordination of program budget, monitoring records, data analysis, and reporting requirements; coordinates program-sponsored trainings and events.

DISTINGUISHING CHARACTERISTICS:

Program Assistant II is the intermediate classification among this program support series. The incumbents in this classification generally report to a Dean or Director. The Program Assistant IIs are competent to provide a variety of paraprofessional support to assigned programs, and to perform some assignments independently. The Program Assistant II is distinguished from the lower level classification in this series by the increased level of independence in decision-making and initiative expected, as well as the complexity of problem-solving and public interaction needed. The incumbent also may perform any of the duties contained in Program Assistant I.

REPRESENTATIVE DUTIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Conducts outreach and recruitment activities and represents the program and the College with other colleges, high schools, vocational schools, public agencies, and employers.
- Provides information and assistance to students, counselors, referral partners, agencies, and the community regarding specific programs, and explains program goals, eligibility criteria, activities, procedures, policies, and support services.
- Interviews, assesses, and screens potential program participants according to established guidelines; assists in the development of and coordination of the intake process; coordinates the collection of documents and recommends eligibility for assigned program.

- Participates in the implementation of student retention strategies including self-advocacy, independence, and self-management.
- Develops agreements and manages relationships with program support service and referral partners to maintain integrated support service systems for students in these programs and coordinates and verifies information.
- Completes academic progress checks and notifies appropriate students at risk of failing to make required progress. Coordinates with other college departments in charge of these activities.
- Assists in developing program budgets, goals, objectives, policies, and procedures; monitors budget allocations and expenditures; maintains accounting records and prepares financial reports.
- Plans, coordinates, and conducts orientations and workshops.
- Prepares reports, evaluations, proposals, and other documents necessary for funding and successful operation of the program.
- Coordinates class schedule information and facility use for specific college programs.
- Researches, collects and compiles information, including statistical and financial data from a variety of sources for the preparation and completion of various projects and special and periodic reports, including regular reports on progress towards objectives; organizes and maintains records management systems.
- Provides administrative and clerical support for program as assigned by supervisor, including creating and maintaining confidential student files and records, maintaining personnel and payroll timekeeping records and information, greeting visitors, scheduling student meetings with program personnel, taking minutes of meetings, making travel arrangements, and related activities as needed.
- Maintains current knowledge of program regulations and requirements and monitors compliance with federal and state regulations.
- Prepares training descriptions, supports and attends trainings, including outside meetings and conferences.
- Acts as a liaison between students and state and federal offices, assists with paperwork and forms.
- Provides student referrals to community agencies as appropriate.
- Assists in training new staff as requested; assists with developing work schedules for student workers as assigned; assists in the hiring process of student peer advisors.
- Performs related duties as assigned.

DUTIES SPECIFIC TO DISABLED STUDENTS PROGRAM AND SERVICES (DSP&S) ASSIGNMENT:

- Supervises DSP&S Lab activities and students utilizing equipment in lab.
- Operates various assistive devices such as print enlarger, assistive listening devices (ALDs), telecommunications device for the deaf (TDD), tape recorder and others as assigned.

- Determines eligibility of students for accommodations and funding.

DUTIES SPECIFIC TO VETERANS SERVICES ASSIGNMENT:

- Prepares benefit or claims appeals on behalf of student veterans when appropriate.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Program coordination principles, including work organization, budgetary principles, practices and administration.
- Analytical and research principles and techniques
- Basic functions and programs of a community college or similar educational setting
- Community resources (governmental, community, and social service organizations and their function)
- Sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and the community at-large.
- Personal computers, including database management spreadsheet programs, and word processing programs.
- Public relations principles and practices.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Use and operation of a wide variety of materials and equipment in the office assigned.
- Modern office practices, procedures, and equipment.
- Basic mathematics.
- Interviewing techniques.
- Federal, state, and local financial aid requirements, programs, and regulations, at a basic level.
- State and national eligibility requirements for students and professionals in assigned programs.
- Public speaking techniques.

Skills and Ability to:

- Analyze situations accurately, evaluate alternatives, make effective and programmatically sound recommendations, and adopt an effective course of action.
- Use good judgment in recognizing the scope of authority as delegated.
- Demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.
- Coordinate multiple projects, set priorities, and meet critical deadlines.
- Prepare clear, concise, and complete reports and other written materials.
- Perform a variety of responsible works involving judgment and requiring accuracy and speed.
- Communicate effectively in both oral and written form using appropriate and correct

English spelling, grammar and punctuation.

- Maintain security and confidentiality of records and information.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Operate a computer, applicable software, and other office equipment.
- Determine eligibility of students for appropriate services, accommodations, and funding for the program assigned.
- Interpret, communicate, and apply complex rules, regulations, policies, and procedures related to assigned program, effectively.
- Work independently with little direction.
- Work effectively with frequent interruptions.
- Train and provide work direction to others.
- Use word processing, spreadsheet, database, and presentation software proficiently and accurately.
- Perform arithmetical calculations with speed and accuracy.

ABILITY SPECIFIC TO DSP&S:

EDUCATION AND EXPERIENCE:

- An associate's degree or equivalent experience, and
- Three years of responsible administrative support or related experience.

LICENSES AND CERTIFICATIONS:

- Possession of an appropriate, valid California Driver's License, and evidence of insurability.

WORKING CONDITIONS:

Environment:

Office setting, including co-workers in the same room and customer service areas, student learning labs, and other work spaces; may travel to worksites of partner institutions.

Physical Effort: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Physical, mental, and emotional stamina to perform the duties and responsibilities of the position, including sitting at a computer for long periods of time.
- Manual dexterity sufficient to write, use telephone, and business machines for extended periods of time
- Vision sufficient to read printed materials
- Hearing sufficient to conduct in person and telephone conversations (approximately 60 decibels)
- Speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance or on the telephone
- Physical mobility sufficient to move about the work environment
- Physical tolerance to be exposed to dust, pollen, and other aspects of indoor office air.

July 2018

Human Resources & Equal Employment Opportunity