

PROGRAM SPECIALIST

DEFINITION

Performs a variety of administrative support functions for multiple major programs within the department or division. Evaluates the completeness of student application packets, provides students with program information, procedures, and processes and serves as a liaison with several program authorities.

SUPERVISION EXERCISED AND RECEIVED

Supervision is received by an Associate Dean or Division Chair.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Performs a full range of complex support duties requiring extensive knowledge of specific programs by planning, preparing, editing and proofreading a variety of materials such as course outlines, correspondence, requisitions, statistical reports and annual reports.

Coordinates and schedules department or program-related activities, events, meetings and travel arrangements.

Evaluates the completeness of student applications to various department programs. Communicates with students regarding missing documents and forwards completed files to Associate Dean or Division Chair for final approval.

Prepares correspondence to students regarding program acceptance, instructions, materials lists, and other related information required for program enrollment.

Performs administrative support duties for an Associate Dean or a Division Chair including handling daily office situations such as establishing priorities to meet deadlines, maintains records, prepares requisitions, Board Slips and assignment sheets.

Selects, trains, evaluates and maintains schedules of student workers.

Makes recommendations, places orders, and maintains records for the purchase of office equipment and supplies.

Gathers and compiles data from a variety of sources.

Organizes and maintains extensive and confidential student files for various programs.

Receives, reviews, and routes mail using discretion in the handling of confidential materials.

Responds to all inquiries, electronic, written, or verbal regarding Division programs.

Has extensive interaction with students, refers students to various resources on campus.

Responds to questions, requests, and complaints from students, staff, faculty, and the public in a sensitive and cooperative style; maintains harmonious operating conditions in a service-oriented environment serving a multi-cultural and multi-ethnic population.

EXAMPLES OF DUTIES (continued)

May interface with program boards or outside agencies and provide documentation and information within established procedures.

May monitor budget expenditures.

Type of work performed may vary by department or division.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Customer service skills in dealing with prospective applicants.

Word processing, spreadsheet, presentation, database, e-mail and financial software as well as use of the Internet.

General knowledge of programs.

Communicate effectively both orally and in writing.

Terminology related to programs.

Ability to:

Learn, interpret, and communicate effectively rules, regulations, policies and procedures.

Establish and maintain a sizeable and complex inter-related filing system.

Operate a variety of office equipment.

Interview, train, and provide work direction to student workers.

Receive, review, and route incoming, inter-departmental mails, and fax transmissions, using discretion in the handling confidential material.

Effectively provide higher-level administrative support for the Division Chair and Associate Dean.

Interact with faculty, staff, prospective applicants, students and providers of services to our department in a professional manner.

Interact effectively with the diverse cultural backgrounds of our applicants and students.

Multi-task in a high traffic office.

Review applications and supporting documentation.

Compose and format business correspondence and forms.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Graduation from High School or equivalent and college-level coursework in business, budgeting, computer science or a related field.

Four years of increasingly responsible clerical experience in a customer service environment.

Desirable:

An Associate's or Bachelor's degree from an accredited college or university may be substituted for the required years of clerical experience on a year-for-year basis.

Work experience at a non-profit or public agency.

Experience working with students.