

**NURSING PROGRAM SPECIALIST**

**DEFINITION**

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

**SUPERVISION EXERCISED AND RECEIVED**

Supervision is received by the Associate Dean of Allied Health.

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 preparing, typing, editing and proofreading a variety of materials such as course outlines, correspondence, requisitions, statistical reports, etc.; schedules appointments, travel arrangements, and meetings; uses computer terminal for input and retrieval of information.

Evaluates the completeness of student applications to various Nursing programs.

Communicates with students regarding missing documents and forwards completed files to Associate Dean for final approval.

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

Performs administrative support duties, including handling daily office situations such as establishing priorities to meet deadlines, maintains records, prepares Board Slips and assignment sheets.

Interfaces with Counselors and Nurse Associates regarding student information and referrals.

Interfaces with program licensing boards, provides documentation and information verbally in the absence of the Associate Dean.

Orders all supplies, ensuring the department to be adequately stocked at all times.

Gathers and compiles data from a variety of sources. Manages extensive and confidential student files.

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

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

Maintains student telephone directories.

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

## **EXAMPLES OF DUTIES (continued)**

Greets and screens visits and telephone calls from students, faculty, staff, and visitors in a pleasant and helpful manner.

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.

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

Performs other 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.

Office management principles.

Proper business etiquette.

Nursing Programs and their application process.

State of California nursing requirements.

General knowledge of State Occupational Programs.

Communicate effectively both orally and in writing.

Medical terminology.

### **Ability to:**

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

Operate a variety of office equipment.

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

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

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

Respect and appreciate the diverse cultural backgrounds of our applicants and students.

Project an enthusiasm for our programs to the prospective applicants.

Maintain a keen sense of public relations and proper business etiquette, while maintaining professional standards in conduct.

## **QUALIFICATIONS (continued)**

Multi-task in a very busy, challenging, and high traffic office.

Review nursing applications and supporting documentation.

Compose and format business correspondence, reformat numerous office forms, and complete numerous State forms related to our Nursing Programs.

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

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Four years of increasingly responsible clerical experience preferably in a non-profit or public agency.

### **Desirable:**

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

Coursework in bookkeeping, budgeting or related areas.