



West Valley - Mission

Community College District

CLASS SPECIFICATION

PROGRAM SPECIALIST

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 64

DEFINITION

To perform a variety of technical support functions for an assigned program or programs within a college department or division; to implement routine but specialized aspects of the program independently; to provide program information and advice to students; to oversee and direct the work of student workers; and to provide technical and administrative support to the program director.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Program Specialist class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned program director; and may receive technical and functional oversight from faculty or professional staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, coordinate and schedule program-related services, activities, events, and meetings.

Plan, prepare, edit and proofread a variety of materials such as contracts, course outlines, correspondence, requisitions, student records, timesheets, statistical and annual reports, and program guidelines, policies, and procedures.

Provide information and assistance to students, district faculty and staff, and community members and/or outside groups regarding program operations, activities, and eligibility.

Serve as initial point of contact for program participants; provide support and advice to students regarding program processes and regulations, and make referrals to appropriate campus and community resources as necessary; assist with problem solving and selecting appropriate solutions.

Communicate with instructors, vendors, and suppliers regarding program facilities, supplies and equipment; maintain supply inventory; monitor and report needed equipment repairs.

Create program marketing materials; participate in recruitment and outreach events.

Recruit, select, train, evaluate, and direct the work of student workers and/or contract employees; may review proposals and negotiate terms with contract employees.

Monitor and analyze data and prepare various financial and narrative reports; may monitor program budget.

Evaluate the completeness of student applications for assigned programs; coordinate program intake processes; assure compliance with program-related regulations; communicate with students regarding missing documents.

Maintain program facilities in a clean and orderly condition; may coordinate custodial and maintenance functions with district staff; may adjust and perform maintenance or minor repairs to equipment as needed.

Make recommendations, place orders, and maintain records for the purchase of office equipment and supplies; prepare and process a variety of contracts, purchasing requests, and invoices; receive and store supplies.

Communicate and coordinate with district and department managers, faculty, and staff to provide information on program services; may assist with development of program policies and procedures.

Organize and maintain extensive and confidential databases, records, and student files for assigned program.

Interpret, articulate, and disseminate information on applicable laws and regulations to students and administrators.

May function as office manager.

May participate in and/or serve on various program-related district and outside committees, as assigned.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices, and techniques of budgeting and bookkeeping.

Methods, procedures and equipment used in office management, including computers and applicable software.

Methods and techniques of recordkeeping, data entry, and file maintenance.

Correct English usage, spelling, grammar, and vocabulary.

Pertinent federal, state, and district laws, codes and regulations pertaining to assigned program.

College and district policies and procedures.

Contracts, curriculum, and other information and documents related to program.

Basic research methods and techniques.

Principles and practices of office management.

Methods and techniques of statistical and data reporting.

Basic principles and methods of training and interviewing.

Ability to:

Recruit, train, and direct the work of student assistants and tutors in the assigned program.

Interpret, apply, and explain pertinent regulations, policies, and procedures.

Provide advice and information regarding program processes, regulations, and services.

Monitor program budgets.

Plan, organize, coordinate, and implement program activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach office equipment; perform simple grasping and fine manipulation; use telephone; write and use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Make oral presentations to individuals or groups.

Learn and explain application procedures and eligibility requirements of assigned program.

Serve as an advocate for program participants.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience related to specific program area.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in a field related to area of assignment.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

May need to have the ability to obtain certification as a Designated School Official (DSO) by the United States Department of Homeland Security.

EEO Category: Technical/Paraprofessional

Date Approved: July 1, 2017