

**JOB TITLE:** Program Assistant, Instruction

**DEPARTMENT:** Instruction

**LOCATION:** Union Campus

**REPORTS TO:** Dean of Instruction

**FLSA:** Non-Exempt

**LEVEL:** 105

**DATE:** 2/26/18, 7/1/14

**POSITION SUMMARY:** Perform a variety of advanced program support and administrative assistance to the Office of Instruction.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Associates degree; three years related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Evaluate and respond to incoming correspondence, gathering appropriate background material, routing mail, and determining which matters require the attention of the Dean.
- Receive, interpret, and communicate information pertinent to the assigned unit's operation from and to various departments, agencies, and constituencies as necessary.
- Assist adjunct faculty with log-on procedures. Send pin number to new adjunct faculty.
- Assist with coordination of schedule, including assigning instructors, making room changes and adjusting capacity and times as directed by the Dean.
- Maintain all processes and procedures for instruction reports/plans, including electronic posting and storing of such reports.
- Support functions related to the class schedule and adjunct faculty.
- Respond to inquiries from students, staff and the public, screening and directing individuals as appropriate.
- Process program finances and maintain program finance records.
- Initiate, process and track instructional forms such as purchase orders, personnel requisitions, travel authorization forms, supply requisitions, printing requests, travel expense reimbursement vouchers.
- Establish and maintain cooperative working relationship with all employees in the division and on campus.
- Compose written correspondence and materials; create and update all departmental forms and prepare for web; prepare minutes, reports, statistical data, and other materials pertaining to the division.
- Schedule appointments and meetings, reserve meeting rooms, organize materials, send out meeting notices, arrange for catering services, make travel arrangements, and maintain the dean's calendar and division calendar of events.
- Maintain telephone and mailing lists, office files, and other appropriate records which may include evaluation and pay records, board materials, room assignments, and special organization materials.
- Maintain inventory of office supplies, ordering as needed within available budget.
- Assist and train faculty on Ellucian, budget.
- Guide division support staff in duties.
- Assist in compiling/processing information necessary accreditations.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS and ABILITIES:**

Knowledge of college policies, procedures, and practices with the ability to answer work-related questions; and/or interpret and apply these guidelines correctly in various situations; perform administrative or manual duties for the department or division; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of business English

with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; ability to devise or modify methods or processes to solve specific problems; knowledge of general accounting procedures; ability to manage multiple projects and work under time pressures to meet established deadlines; thorough knowledge of general office procedures and office filing systems; ability to handle confidential material judiciously; ability to work effectively in a busy office with frequent interruptions; some knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy.

**LEADERSHIP and COMMUNICATION SKILLS:**

Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

**DECISION-MAKING and ANALYTICAL SKILLS:**

Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to use independent judgment and discretion; perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:** Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends;

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, climb stairs and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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Supervisor Signature/Date

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