

JOB TITLE: Program Assistant

DEPARTMENT: Center for Workforce Development (CWD)

LOCATION: Union Campus

REPORTS TO: Executive Director, Center for Workforce Development

FLSA: Non-Exempt

LEVEL: 105

DATE: 01/09/18

POSITION SUMMARY: Provide a variety of program assistance to Business Development and Training, Community Education, and Health Careers units.

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.*

- Assist in the day-to-day operation and program development of the Community Education and CWD program units.
- Provide information regarding program offerings, schedules and procedures to students and prospective students and business clients.
- Create marketing materials in support of CWD Programs.
- Schedule appointments and meetings, reserve meeting rooms, organize materials, send out meeting notices, arrange for catering services, and maintain a division calendar of events.
- Assist in the preparation of assessment reports for the Community Education programs.
- Maintain inventory of equipment, material, and supplies; provide support for purchases for the programs.
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

KNOWLEDGE, SKILLS and ABILITIES:

Knowledge of department and 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; ability to manage multiple projects and work under time pressures to meet established deadlines; ability to handle confidential material judiciously; ability to work effectively in a busy environment 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 and department 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; 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, 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.

Employee Signature/Date

Supervisor Signature/Date

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