Cerritos College

Position Description

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<th>Position: Program Assistant</th>
<th>Salary Grade: 30</th>
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<td>BD: 07/18/12</td>
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Summary

Performs highly skilled administrative duties in support of one or more categorical and/or stand-alone programs that contain elements such as outreach, registration for courses, and targeted services to student and community groups. Participates in the work of the program director or facilitator and provides support for specific elements and day-to-day routines.

Distinguishing Career Features

The Program Assistant is a paraprofessional position that supports specially funded stand-alone programs such as those authorized by federal and state agencies, local groups, and industry partnerships. This position requires a demonstrated ability to implement and support various components of one or more programs, including, but not limited to facilitating, outreach and promotion of services, registration for non-credit courses and services, record keeping of funds, and preparation of specialized reports.

Essential Duties and Responsibilities

Incumbents assigned to this classification are capable of performing all functions listed below, but may focus on one or more areas depending on the program.

- Performs outreach and recruitment to targeted students, groups, schools, and community centers. Prepares written program communications that include class descriptions and brochures.
- Prepares and delivers presentations and orientation of students in support of a program and to enhance students’ knowledge of processes such as registration, matriculation, and vocational training.
- Contacts students and groups to initiate communications on the College’s behalf to facilitate awareness of programs and services, ultimately about curriculum, majors, and certificates.
- Monitors courses offered by one or more programs where applicable. Verifies enrollment, corresponds with students for payment of fees, reviews course completions, and designs, prepares, and issues certificates that authenticate student progress and completion.
- Monitors and maintains records of attendance and inputs positive attendance.
- Performs outreach and recruitment to targeted students and groups. Prepares written program communications that include class descriptions and brochures.
- Provides support to the admissions and registration process. Prepares qualifying student rosters for use by counselors, admissions, and financial aid. May participate in student registration.
- Establishes and maintains contact with schools, community and social services organizations, businesses and other agencies that are sources of students and/or referrals for specially targeted programs.

- Prepares program materials such as brochures, flyers, booklets, and announcements using desktop publishing and incorporating text with graphics and photographic images.

- Attends internal and external meetings as assigned to represent the program, sometimes in place of the department head. Compiles meeting recollections and may facilitate the meetings.

- Maintains budget records and files. Prepares and inputs accounting forms such as purchase orders, warehouse requests, budget and staffing requests. Receives and processes accounts payable, receives periodic printouts of financial activity and prepares summary reports. Assists in the budget development process by gathering and compiling required information.

- Receives walk-in guests and telephone inquiries from a variety of individuals. Initiates and receives telephone calls, provides information and resolves matters as appropriate, or routes calls as necessary.

- Coordinates and schedules meetings as directed. Prepares schedules and informs participants, confirming dates and times. Makes travel arrangements as directed.

- Performs in-service training for customers. For example, assists students and career network customers who are developing job search skills. In that regard, designs and implements workshops for topics ranging from job search skills, resume writing, positive work behaviors, and job retention, to problem-solving.

- May maintain budget records and files. Prepares and inputs accounting forms such as purchase orders, warehouse requests, budget and staffing requests.

- May receive and processes accounts payable, receives periodic printouts of financial activity and prepares summary reports.

- Prepares periodic reports outlining program compliance and financial and statistical performance. Uses spreadsheets and other office productivity software for tables, illustrations, and background information.

- Inputs student and financial information onto relational databases as required. Updates information and maintains data files. Accesses relational databases for business and education support to extract information and reports supporting research and special requests.

- May receive, handle, and store confidential or sensitive information pertaining to the College, its students, or staff. Maintains confidentiality as required.

- May maintain and update web site pages using established formats and standards.

- May schedule, train, and oversee student workers.

- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

Qualifications

- **Knowledge and Skills**
  Requires a working knowledge of educational programs and related service development concepts including communications to targeted customers, acceptance of applications and registrations, and evaluation of program outcomes. Requires working knowledge of the office practices, procedures and equipment that facilitate customer traffic, acceptance of registrations, communications, and performance reporting. Requires working knowledge of the objectives, policies, and procedures associated with the assigned programs. Requires a working knowledge of those activities associated with financial record keeping, budget, and statistical record keeping. Requires a working knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, and data entry onto custom data bases. Requires skills in English usage, grammar, spelling, punctuation, proofreading, and editing to prepare professional correspondence and reports. Requires sufficient mathematics skills to add, subtract, divide, multiple, and compute statistics. Must be skilled in using and troubleshooting various standard office machines, including personal computers with word processing, database, desktop publishing, and spreadsheet applications. Requires sufficient human relations skills to conduct meetings, in-service training, and employ sensitivity to diverse populations.

- **Abilities**
  Must be able to learn, interpret, explain and apply knowledge of College and department organization, operations, programs, functions and special department terminology to relieve an administrator or program director of a variety of administrative detail. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to communicate with faculty, students, staff, and the public using sensitivity and courtesy, and in a manner that reflects positively on the department and College. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to work cooperatively and productively with others. May require the ability to speak and write in a second language.

- **Physical Abilities**
  Requires sufficient ambulatory ability to reach light-weight work materials. Requires sufficient hand/eye coordination and manual dexterity to keyboard at an advanced rate (about 60 w.p.m.); to record proceedings verbatim at a rate of 60 w.p.m., sufficient visual acuity to recognize words letters and numbers. Requires sufficient auditory ability to carry on conversations with individuals and small groups, both in person and on the phone.

- **Education and Experience**
  The position requires an Associates Degree or equivalent, and 1 year of experience in an administrative or program support capacity.

- **Licenses and Certificates**
  May require a valid driver’s license.
Work is performed indoors where minimal safety considerations exist.