



Position: Program Assistant I	Position Number:
Department/Site: Area's Office	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned	Salary Range: 26

DESCRIPTION:

Under the direction of the dean or director of assigned program, performs a variety of specialized technical duties related to the office operations of the program including budgetary and record-keeping functions, outreach, arranging mentorship and internship opportunities, and communications.

REPRESENTATIVE DUTIES:

Depending on the assigned program, an incumbent may perform a combination of these duties which may include, but are not limited to, the following:

- Prepares and processes operational documents related to budgeting, purchasing, personnel, payroll, contracts, and other administrative activities, including timekeeping records.
- Assists in establishing program standards and goals and in the evaluation of program results.
- Assists supervisor in assuring that program activities and operations follow rules and regulations of program, including college mission, requirements of categorical or grant funding agency, or state or federal law that established program.
- Effectively utilizes computer software to create, edit, compile, and translate program data into reports, summaries, and graphic formats.
- Collects data, reconciles discrepancies, and prepares descriptive, statistical, and evaluative reports related to assigned program areas.
- Assists in the coordination and production of student events, programs, training workshops, internships, mentorships, publications, special services, and/or other related functions.
- Designs questionnaires, selects samples, and conducts surveys among community populations to assess needs, interests, relevant background information, and resources for special interest programs; coordinates with the Office of Institutional Research for these activities.
- Participates in interviewing and assessment of program participants.

- Participates in the design and writing of bulletins, brochures, news releases, and other materials to publicize or provide information on college programs and services, coordinating with the Office of Communications for these activities.
- Monitors and verifies the accuracy of budget expenditures and time records and assists in the preparation of the annual budget of assigned program.
- Classifies accounting transactions and maintains, reconciles, and closes accounts associated with program budget.
- Assists in the selection, orientation, and training of program staff.
- Assists in the maintenance of program participants' files and records.
- Reviews and processes various forms, applications, and records for completeness, accuracy, and compliance with basic program requirements.
- Prepares letters, memoranda, bulletins, tables, and other material using a variety of software applications, and proofreads same.
- Creates and maintains appropriate program web and/or social media presence on college website, coordinating with Office of Communications to provide consistent look and messaging.
- Assures that clerical processes of the office are running smoothly and efficiently on a day-to-day basis, including supplies, photocopying, telephones, and emails.
- Attends meetings and takes minutes of proceedings.
- Provides training and work direction to student employees.
- Performs related duties as assigned.

DUTIES SPECIFIC TO EOPS-CARE/CALWORKS ASSIGNMENT:

- Coordinate with on-campus and off-campus programs to assist students in the transition from welfare to independence.
- Coordinate meal vouchers for CARE students in the Hartnell cafeteria.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Mission, objectives, and goals of assigned program area
- Eligibility requirements of assigned program area
- Community resources, organizations, and services common to community colleges
- Basic elementary descriptive statistics
- Computer software such as word-processing, spreadsheet, database management of a specially funded program
- Clerical practices and procedures
- Capabilities and operation of standard office equipment
- Recordkeeping procedures

- Basic practices and procedures used in processing and recording of accounting information and transactions
- Letter, memorandum, and report formats
- Proper business English, spelling, punctuation, and grammatical usage
- Customer service techniques for public contact in person, on the telephone, and in written communication
- Capabilities of computer systems, software, and hardware used in assigned program.

Skills and Ability to:

- Analyze and prioritize workload and initiate self-directed tasks
- Understand, interpret, and apply laws, regulations, and procedures pertaining to assigned program
- Communicate effectively with individuals from various ethnic and socio-economic backgrounds and different levels of academic achievement
- Gather and impart program-related information tactfully and accurately
- Prepare clear, comprehensive, and effective reports, correspondence, publicity materials, and oral presentations
- Work effectively and cooperatively with students, staff, faculty, and the public
- Provide technical assistance to others
- Apply various accounting practices and procedures
- Perform arithmetical computations accurately
- Gather and compile statistical and financial data
- Keep information confidential
- Maintain a variety of logs, files, and records accurately
- Meet schedules and deadlines
- Critically review source data and detect and correct errors
- Learn basics of budget preparation
- Learn specialized computer applications
- Input data neatly and accurately

EDUCATION AND EXPERIENCE:

An associate's degree or its equivalent in education, and two years' full-time paid experience related to the assigned duties of the position.

CERTIFICATIONS AND LICENSES:

A valid Class "C" California driver's license.

WORKING CONDITIONS:

Environment:

Office setting, including co-workers in the same room and customer service areas, student learning labs, and other work spaces; may travel to worksites of partner institutions.

Physical Effort: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

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Human Resources & Equal Employment Opportunity

- Physical, mental, and emotional stamina to perform the duties and responsibilities of the position, including sitting at a computer for long periods of time.
- Manual dexterity sufficient to write, use telephone, and business machines for extended periods of time
- Vision sufficient to read printed materials
- Hearing sufficient to conduct in person and telephone conversations (approximately 60 decibels)
- Speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance or on the telephone
- Physical mobility sufficient to move about the work environment
- Physical tolerance to be exposed to dust, pollen, and other aspects of indoor office air.