

PROGRAM SPECIALIST

DEFINITION

Under direction, plans, coordinates and performs advanced and complex administrative and coordination work in support of specially funded student services programs including, but not limited to, CalWORKS, TRIO, ACT, Upward Bound, EOPS and/or disabled student services; plans and coordinates activities designed to publicize and facilitate student participation; designs and prepares information materials in support of program activities; researches, gathers, inputs, processes and maintains information using computers and other office equipment; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the second and advanced level technical class in the Program Support Series within the Yosemite Community College District (YCCD). Incumbents in this class coordinate and perform advanced technical duties in support of complex student services program functions, utilizing advanced technical knowledge of the assigned subject area in order to make decisions and complete assignments. Incumbents typically serve as a lead worker or, alternatively, may be the only support staff for a highly complex program.

This class may be distinguished from the lower-level class of Program Technician because incumbents in that class preponderantly perform less complex technical duties in support of program functions, and generally perform their duties as part of a work team.

This class can also be distinguished from the class of Administrative Specialist because incumbents in this class coordinate and perform advanced technical program activities involving student educational and social service enrichment services, whereas incumbents in the Administrative Specialist class may coordinate and perform technical activities pertaining to District operations and related administrative functions and programs.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a Dean or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor

An incumbent in this class does not directly supervise other full-time employees, but may serve as a lead worker by assigning, directing and/or monitoring the work of subordinate full time employees on a regular basis.

ESSENTIAL DUTIES

- Plans, coordinates and performs advanced technical and administrative duties pertaining to specialized District programs; coordinates the technical administrative aspects of program planning and development.

- Coordinates and performs complex customer relations work to educate and market program services to businesses, organizations, potential program participants and the general public; performs needs assessments of organizational needs in order to develop and/or modify program goals; secures faculty and develops curriculum concepts; monitors progress and evaluates whether program outcomes meet customer needs.
- Serves as a lead worker; plans, coordinates and monitors the work of subordinate technical and clerical support staff; schedules, assigns and monitors the activities of part-time and/or student workers.
- Plans and coordinates special program events and activities such as field trips, tutoring sessions and cultural/educational enrichment activities; reviews and approves logistics and itineraries.
- Serves as a technical resource to others regarding the most complex program activities and issues; serves as the District liaison with outside agencies, groups and individuals regarding program issues and activities.
- Coordinates and/or oversees the day-to-day operations of a program office or site.
- Performs comprehensive case management services for program participants; matches students with program services; networks with other service providers and makes appropriate referrals.
- Plans and coordinates outreach programs and activities; plans and coordinates visits, as well as the use of office space, by employers, college representatives and others.
- Plans, presents and delivers oral and visual presentations, orientations, workshops and seminars to students or community members on behalf of the program; meets with employers to promote and offer job employment services from the college; participates on committees and task forces as assigned.
- Plans and coordinates special activities, field trips, job fairs, on campus recruitments and other events; maintains master calendars; prepares informational newsletters and bulletins, highlighting upcoming events.
- Oversees and monitors student participation in assigned programs and services; monitors and evaluates program activities and procedures; plans, develops and presents recommendations to improve technical methods and techniques of program administration.
- Performs complex research on internal and external data, methods, mechanisms and processes; performs advanced technical data analyses and comparisons; compiles, prepares and presents data to management for evaluation.
- Enters, maintains, tracks, evaluates and presents complex data maintained in manual and/or automated systems; develops and runs complex computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares summary reports.
- Explains and interprets complex program policies, regulations and operational procedures to persons contacting the office such as faculty, students, staff and the general public.
- Reviews, verifies and processes program-related forms, applications and other documents based on applicable laws, regulations, policies and procedures; determines program/service eligibility; performs follow-up actions as needed.
- Meets with program participants to collect and review transcripts, test scores and other academic progress documents; provides technical information regarding transfer requirements and/or career goals; reviews and tracks progress related to educational and career plans; assists program participants in completing college enrollment, financial aid, scholarship and other applications.
- Organizes, plans and develops work accomplishment time lines.

- Develops, prepares, recommends and monitors budgets for assigned functions; initiates appropriation, expenditure and revenue transfers and budget revisions; monitors expenditures to ensure fiscal integrity; compiles, analyzes, calculates and retrieves budget reports.
- Maintains supply and equipment inventories; recommends needed purchases; prepares purchase requisitions; receives and processes invoices and forwards for payment.
- Establishes and maintains complex file and record systems, including those for confidential and sensitive materials.
- Independently responds to complex inquiries and correspondence; prepares information and data requested for administrative review; prepares reports, files, correspondence and other documents; may develop and prepare visual presentations, flyers, and graphic materials; may update web pages.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Advanced technical administrative practices and processes.
- Principles and practices of supervision and leadership.
- Advanced technical instructional and tutoring practices.
- Advanced public relations and marketing practices as they pertain to college programs.
- Specialized issues, procedures, and techniques pertaining to the operation of a specially funded student program.
- Complex and specialized laws, regulations and requirements of the assigned program.
- Modern use of publications to achieve marketing goals.
- College instructional goals and objectives.
- English usage, spelling, grammar, punctuation and arithmetical processes.
- Computerized data management, storage and retrieval systems.

Ability to:

- Plan, coordinate and perform advanced technical duties pertaining to the assigned student program.
- Interpret and understand the college mission and present that message effectively.
- Interpret and ensure the implementation of specialized laws, policies and regulations pertaining to the assigned program.
- Use proper English grammar, spelling and punctuation; perform arithmetical calculations with speed and accuracy.
- Communicate effectively, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- A valid license to drive in California is required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- Three years equivalent to a Program Technician at YCCD.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in counseling, communications, sociology, marketing, business administration or a closely related field.
- Experience: Five years performing program administrative and related support duties, including at least three years of technical experience pertaining to specialized programs such as those offering disability services, employment assistance, academic enrichment and/or other services, and including direct interaction with program participants.

Special Requirements:

- Depending on the assignment of the position, it may be necessary for the above-required experience to have been in a specific program area.