

SENIOR PROGRAM SERVICES SPECIALIST

DEFINITION:

Under general direction, to provide advanced administrative, liaison and program support services for students in specialized College programs; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification independently performs difficult and complex administrative, technical and office support work in coordinating multiple or higher-impact College student support services programs, working with a program director, dean or vice president. Responsibilities of this class include student and program advocacy, outreach and recruitment, and administrative functions such as budget projection, allocation and monitoring, maintaining and updating detailed records and financial accounts, and preparing periodic and special reports including those to the Chancellor's office. Assignments at this level require incumbents to exercise discretion and independent judgment within general program and College guidelines. Positions in this class may provide lead direction to others.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Serves as liaison with, and represents the college's program to, external agencies on matters related to program funding, inter-agency program cooperation, services to or needs of specific clients/students, mandates, referrals, and other cooperation and coordination;
- Serves as liaison and contact with college staff regarding student needs, assistance, status and progress, special accommodations, program capabilities and limitations, and related program matters;
- Provides highly specialized support to management and faculty and/or their committees;
- Reads and interprets program regulations, evaluates program operations, and drafts objectives, policies, plans and procedures to ensure program compliance and success;
- Drafts and monitors the budget for the assigned program area; maintains expenditure records and prepares reports; works with the business office to resolve discrepancies; performs special budget tracking related to funding requirements; prepares invoices;
- Collects, compiles, summarizes and analyzes program, student and client statistics; inputs to computer and maintains data bases for data tracking, reporting, communication, and outreach;
- Prepares a variety of informational and required reports on program statistics, services, and activities;
- Prepares a variety of written materials including correspondence, reports, brochures, recruitment, outreach and other materials, working in collaboration with college departments and programs;
- Determines eligibility of students for program services and benefits;

Classified Job Description: Senior Program Services Specialist

Page 2

- Recruits students for program services and college attendance through program benefits;
- Provides program orientations for students, and explains policies, procedures and requirements to students and others;
- Monitors student/client status, needs and progress;
- Confers with, advises and assists students on a variety of school, personal and program-related issues, decisions and processes and makes referrals;
- Identifies appropriate resources and services within the college and community, and assists students/clients by arranging appointments, assisting with applications, discussion with referral agency or individual, and other coordination;
- Makes presentations to various groups to promote recruitment, program utilization and understanding of issues related to the program and the individuals it serves;
- Arranges or prepares and conducts special training for students/clients, college staff, and others;
- Arranges for instructors for specialized programs and service areas;
- Coordinates special events related to the program such as conferences and workshops;
- Identifies, obtains and maintains special resources for students/clients served and staff;
- Attends, conducts and/or participates in a variety of committees and meetings;
- Provides a variety of responsible office support for the program.

MINIMUM QUALIFICATIONS:

Knowledge of:

Techniques of lead supervision.

Federal, state and other regulations pertaining to the program area.

Procedures and requirements for student program eligibility.

Program and service needs of students served by the program area.

Principles and practices of program planning, budgeting and monitoring.

Computer use.

English grammar, spelling and punctuation.

Skill in:

Providing lead supervision to others.

Evaluating programs, identifying needs, and planning and implementing (a) complex program area(s) goals, objectives, policies and procedures.

Planning and delivering effective oral presentations to groups.

Reading, interpreting and applying regulations, policies, and procedures related to the program.

Planning and tracking program budgets.

Representing the program at a variety of internal and external committees and meetings.

Establishing and maintaining a variety of records, data and required reports.

Preparing effective written reports and correspondence.

Planning and coordinating special events related to the program.

Establishing and maintaining effective working relationships with those contacted in the course of the work, including working with students with special needs and requirements.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; specified positions within this class may require certification of bilingual skills.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

An Associate of Arts degree with major coursework in business or public administration, or an area which would provide program-specific knowledge and skills, and three years of experience in program administration, in an educational setting.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Speech and hearing to communicate effectively in individual and group settings; manual dexterity to operate keyboards and manipulate papers; vision to read text, forms and computer screens; mobility to travel to committee meetings and conferences off campus.