

PROGRAM SERVICES SPECIALIST

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS:

This classification performs administrative, technical and office support work in coordinating one or more of the College's student support services programs, working with a program manager. Responsibilities of this class include student and program advocacy, outreach and recruitment, and administrative functions such as budget projection and monitoring, maintaining and updating detailed records and financial accounts, and preparing periodic and special reports including those to the Chancellor's office. Assignments require incumbents to exercise judgment within established program and College guidelines. This class differs from Senior Program Services Specialist in that the latter independently provides such support for the most complex and critical programs.

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, production of materials, and related program matters;
- Reads and interprets program regulations and drafts objectives, plans and procedures to ensure compliance;
- 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, publications, and other materials, working in collaboration with college departments and programs;
- Determines eligibility of students for program services and benefits;
- 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 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;
- 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:

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 and desktop applications software pertinent to the assigned area.

English grammar, spelling and punctuation.

Skill in:

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.

Drafting and implementing program plans, objectives and procedures.

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.

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 two years of experience in program administration, analytical or instructional support.

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.