West Valley - Mission
Community College District

Class Specification

Program Analyst

Classified Position (Non-Exempt Status)
Classified Office, Technician & Business Services Salary Schedule – Range 67

Definition

To perform specialized professional duties related to the activities and operations of an assigned program; to oversee the provision of program services to students and potential students; and to provide complex analytical support to an assigned supervisor.

Distinguishing Characteristics

This is the journey level in the single level Program Analyst professional class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

Supervision Received and Exercised

Receives direction from an assigned director.

May exercise direct oversight over technical, administrative support, and/or hourly staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Plan, organize, coordinate, and supervise day-to-day program operations and activities.
- Assist with development and implementation of program policies and procedures; develop work processes that facilitate attainment of established program goals and objectives.
- Compile and analyze data related to program participation and evaluation; oversee maintenance of effective student databases; prepare a variety of reports.
- Develop and deliver presentations, orientations, workshops, and other activities in support of the program; coordinate and conduct outreach and marketing activities.
- Assist and advise students and potential students in program related procedures; explain program regulations and policies.
- Coordinate assessments and placements of students into appropriate course levels; direct and facilitate curriculum revisions to ensure effective instruction.
- Communicate and liaison with faculty, staff, representatives of federal and state agencies, and other educational institutions to coordinate assigned programs and activities.

- Serve on advisory committees; negotiate and recommend appropriate determination of student eligibility related to compliance and regulation; research and maintain understanding of revisions or additions to pertinent regulations and legislation affecting program participants.
- Assist with the preparation and administration of annual program budgets; make recommendations regarding staffing, equipment and supplies; monitor budgets within program guidelines.
- Function as project manager for special projects as needed.
- May administer grants, including tracking expenses and complying with reporting requirements.
- Monitor student enrollment and academic progress to determine continued program eligibility.
- Recruit, hire, train, evaluate, and direct the work of assigned program instructors, staff and student workers.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Pertinent federal, state, and district laws, policies, regulations and requirements.
- Principles of effective training and supervision.
- Principles, practices, and techniques of office and records management.
- Methods and techniques of budget preparation and administration.
- Principles and techniques of fiscal, statistical, and administrative research and report preparation.
- Principles, practices, methods and techniques of outreach and marketing.
- Laws and regulations specific to assigned program.
- Eligibility requirements, application procedures, and academic programs specific to area of assignment.
- Methods and techniques of program management.
- Techniques employed in public presentations.

Ability to

- Develop recommendations for programs, procedures, organizational structures, and operational guidelines and implement same as directed.
- Interpret and work within a range of applicable federal and state laws, rules, regulations and guidelines.
- Establish and maintain cooperative working relations with district administrators and officials, public agency representatives, target populations of programs and projects in the designated area, and members of the general public.
- Organize, coordinate, and oversee the day-to-day operations of a specialized program in a community college.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Conduct organizational, operational, fiscal, and statistical analysis.
- Prepare effective promotional and informational publications and materials.
- Prepare and present effective oral and written reports and presentations.
- Select, train, schedule, and direct the work of assigned staff and hourly workers.
- Ensure compliance with federal, state and district laws, regulations and guidelines.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

- Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Two years of responsible technical or professional experience in a student service oriented program at a college or university.

Education

Equivalent to possession of a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, social science, or a field related to specific area of assignment.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

When assigned to International Student Services, possession of, or ability to obtain, Designated School Official (DSO) status with the United State Department of Homeland Security.

EEO Category: Professional Non-Faculty
Approved Date: July 01, 2017