



West Valley - Mission

Community College District

Class Specification

Program Assistant

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 57

Definition

To perform routine and specialized administrative support duties related to a specific program; to serve as the initial point of contact for program information; and to provide administrative support to the program director.

Distinguishing Characteristics

This is the journey level in the single level Program Assistant administrative support 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 general supervision from an assigned supervisor; and may receive technical and functional oversight from professional or technical staff.

Examples of Essential Duties

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

- Perform a wide variety of routine administrative support work including filing, billing, checking, tracking, recording information on records, and processing class roster, enrollment, purchasing, payroll, and training information.
- Sort and file documents and records, maintaining alphabetical index and cross-reference files.
- May serve as initial source of information and assistance to students and program participants; answer the telephone and assist students, district staff, and the public, giving information on program policies and procedures.
- Develop and maintain spreadsheets, databases, and other automated systems; compile, verify and format information and data from a variety of sources for statistical and financial reports.
- Schedule meetings, classes, and appointments as assigned.
- Make referrals to services and programs available through other district departments/divisions and outside agencies.
- Compose routine correspondence independently; prepare a variety of contracts.
- Act as program liaison to vendors and outside organizations.
- Maintain ledger of expenses and revenues; calculate, collect, and process fees, charges, and donations; verify and process purchase orders and invoices.

- Assist with program outreach and marketing efforts by preparing and disseminating informational brochures, flyers, and other materials; may participate in outreach events such as college fairs.
- May set up classrooms or meeting rooms and prepare various materials to be used by presenters.
- May assist students with technology-related issues including basic operational issues and/or use of specialized software.
- May assist with program specific duties such as test proctoring and accommodation assistance and recordkeeping.
- 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

- English usage, spelling, grammar, and punctuation.
- Modern office practices and procedures, including recordkeeping and filing techniques.
- Basic mathematics.
- Pertinent federal, state, and district laws, rules and regulations.
- Computer equipment and software applications related to assignment.

Ability to

- Work independently and prioritize workload.
- Set up and troubleshoot relevant equipment and software programs.
- Respond effectively to questions regarding the program and present information in person or over the telephone.
- Perform a variety of administrative support duties for a specific community college program or programs.
- Intermittently, review documents related to program operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain program policies and procedures; explain operations and problem solve office issues for the public and with staff.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist to reach office equipment; write and use a keyboard to communicate through written means; use telephone; run errands; and lift or carry weight of 10 pounds or less.
- Perform arithmetical calculations with speed and accuracy.
- Maintain accurate records and files.
- Create, prepare, and maintain databases and spreadsheets relative to program operations.
- 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 general clerical experience.

Education

Equivalent to the completion of the twelfth grade.

License and Certificate

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

EEO Category: Clerical/Secretarial

Approved Date: July 01, 2017