

PROGRAM ASSISTANT

GENERAL DESCRIPTION OF CLASS

Under the direction of a manager or administrator or manager, performs a variety of specialized program support activities and services which require the use of independent judgment along with a high level of confidentiality; performs various department processes including but not limited to employment processing, qualification review for program entry, and additional day-to-day activities that support program intake and processing; maintains department records and files; assists with and performs complex day-to-day administrative, accounting, and clerical responsibilities; coordinates office coverage, scheduling, and activities; ensures effective and efficient program operations; supports a wide variety of projects involving assigned programs and relations; maintains a positive image of the District throughout the community.

DISTINGUISHING CHARACTERISTICS: The incumbent serves as a lead resource to program faculty, administration, staff, and students. The Program Assistant exercises a high level of independent judgement, initiative, and specialized knowledge in executing the day-to-day activities of the office and/or program and in support of the assigned administrator.

The incumbent performs technical and specialized administrative responsibilities in support of a program and/or department. The Program Assistant exercises independent judgement in executing the day-to-day responsibilities as assigned within well-established guidelines, policies, and procedures.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Organizes, coordinates, and oversees the activities of an assigned office to ensure efficient program operations; coordinates program communications; assists the assigned administrator(s) or department manager(s) with administrative matters anticipating business needs and cycles, which include recurring monthly and yearly activities; applies a high level of confidentiality, responsibility, and judgment. *
2. Assist in preparing, reviewing, and facilitating changes to a variety of complex contracts and agreements with educational institutions, industry partners, clinical sites, training facilities, government agencies, community organizations, and service providers.*
3. Coordinates partnerships between the District and external organizations that support program operations and student opportunities. Prepare, process, and maintain contract documentation including training agreements, service contracts, memorandums of understanding, amendments, exception notices, and flexible arrangements. Maintains records of correspondence and documentation for established contracts and those in progress. Communicate changes, updates, and present information to partners and stakeholders as directed by program leadership.*
4. Performs a variety of day-to-day responsibilities in support of program functions,

- including, but not limited to, coordination of activities with the public, local and state internal and external organizations, agencies, and communities, and public agencies; assesses initial needs related to the specific program(s); coordinates processes related to program administration. *
5. Acts as a liaison with internal and external contacts and District departments to facilitate various processes related to the assignment; ensures documents are prepared, and distributed to appropriate departments and/or personnel for processing; maintains confidentiality in all personnel matters as required; provides a variety of information to departments related to the assigned program. *
 6. Partners with various departments to ensure employee contracts and payroll information are accurate and comply with District policies and procedures; may track contract hours to ensure employees do not work beyond maximum allowable hours based on contract terms. *
 7. Serves as the lead contact for staff, students, external agencies, and the public regarding the department and/or assigned program(s); provides information and assistance in a variety of formats concerning department and/or program requirements, policies, and procedures. *
 8. Coordinate program intake processes; ensure compliance with program-related regulations, communicate with students regarding missing documents, evaluate for completeness of student applications for assigned programs. Ensure eligible students are registered and enrolled in classes. *
 9. Provides administrative support to assigned administrator or manager with planning, coordinating, monitoring load, faculty evaluations, staffing, contract schedules and implementing assigned programs and their associated assignments. Develops employee contract exception notices and flex agreements. Assists program director(s) with program specific, national and statewide projects, including grant applications, and state and national accreditations and certifications. Conducts annual reports for state organizations while maintaining high standards of confidentiality*
 10. Receives, responds, and resolves issues and/or complaints related to the assigned program within the scope of authority and exercising independent judgement; escalates issues and/or concerns requiring the attention of the administrator in a timely manner; follows up as appropriate to ensure resolution of issue. *
 11. Oversees and may lead the special projects and activities of an assigned office to ensure efficient and effective program operations; coordinates program communications; assists the assigned administrator(s) or department manager(s) with administrative matters anticipating business needs and cycles, which include recurring monthly and yearly activities; applies a high level of confidentiality, responsibility, and judgment. *
 12. Maintains current budget and/or contract information for a variety of specialized program accounts, records, reports, and files which include tracking and reporting of annual program budget and grant allocations, Foundation accounts, and program specific funding sources. *
 13. Initiates, routes, and monitors budget augmentations, transfers, and expenditures; tracks and maintains expense records, assists in budget formulation and preparations for the District and categorically funded programs; ensures approval processes, budget codes, classifications, and service types are accurate for all services and product purchases. *
 14. Performs a variety of general budgeting activities including but not limited to purchase orders (POs), facility agreements and leases; prepares encumbrances, invoices, and contracts for independent contractors; orders supplies, and equipment for departments, faculty, and students; receives, and processes payments for special projects; monitors assigned accounts; schedules, and confirms appointments, coordinates activities of the

- assigned office; may organize and maintain assigned calendar(s) for assigned administrator or manager and develop quarterly calendar of meetings and activities related to assigned program(s). *
15. Researches and prepares information on a variety of topics, including applicable laws and regulations, for dissemination to students, the District, and/or the public through various communication modalities; maintains confidentiality of sensitive program information. *
 16. Creates and maintains confidential student files ensures all appropriate documentation is on file for students selected for assigned program. *
 17. Responds to phone, email, and in-person inquiries; routes requests and visitors to appropriate staff; manages mail, correspondence, and office supplies; and coordinates scheduling for equipment, rooms, and facility use. *
 18. Utilizes a variety of computer software programs, and peripheral equipment to perform advanced-level document production including but not limited to the complex formatting, composing correspondence, design of publications and program reference materials, database and website maintenance, meeting minutes, marketing materials, financial reports from verbal and/or written instructions; establishes and maintains a variety of databases and spreadsheets, files, filing sharing, and filing systems; composes and prepares a variety of complex support materials for the assigned program(s). *
 19. Prepares and processes paperwork for short-term, temporary staff required for the assigned program(s); receives, verifies, reconciles, and submits timesheets to administrator or manager for approval and processing; obtains appropriate signatures and submits to Human Resources and/or Payroll. Participates in interviews related to hiring student workers and short-term, temporary staff; provide training, work direction, and performance feedback, as requested. *
 20. Assists in preparing, planning, and prioritizing department goals; coordinates processes for monitoring the progress of department goals; assists in course schedule development and assignment of instructors; coordinates and inputs class schedule and room utilization; verifies schedules for accuracy and ensures adherence to established District timelines. *
 21. Receives and responds to a variety of inquiries for information from students, staff, counselors, and the public regarding District-wide programs, policies, procedures, and regulations appropriate to the area of assignment; maintains familiarity with District programs, policies, procedures, rules, and regulations. *
 22. Research, compiles, extracts, and retrieves data from a variety of sources; generates and prepares standard, ad-hoc, and moderately complex reports; verifies data to determine accuracy and compliance with policies and procedures. *
 23. Schedules and/or participates in department or program meetings, trainings, and special events; prepares and distributes meeting agendas, agenda items, and minutes; secures facilities, materials, speakers, and catering as needed. *
 24. Coordinates and schedules travel and conference arrangements; submits conference attendance and expense/travel claims for reimbursement. *
 25. Prepares various service requests from District departments during work such as key requests, grounds and maintenance repair requests, and IT technical support on behalf of faculty, staff, and students. *
 26. Travels to various District locations to transport materials and supplies as required.
 27. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy.
 28. May serve on a variety of District committees as requested.
 29. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* ; **AND**
- Three (3) years of administrative or program support experience.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Required to hold and maintain a valid driver license **'if and when'** travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Experience in a higher education environment.
- Experience related to the program of assignment.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District related to the area of the assignment.
- Specialized program terminology.
- Maintain confidentiality of student and program information as required.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Modern office practices, procedures, methods, and techniques.
- Electronic and shared filing practices and systems.
- Modern accounting best practices and procedures.
- Reception and telephone etiquette and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, interpret, apply, and explain District and program policies, procedures, and services related to the area of assignment.
- Remain current on program issues, complaints, situations, and/or concerns of special interest of the assigned administrator or manager.
- Ensure timely action to resolve problems, issues, and/or concerns.
- Research, gather, compile, and analyze data.
- Research and analyze situations to make appropriate recommendations for a course of action.
- Integrate and implement program needs within program parameters.
- Enter, import, and extract data to and from program and District databases.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Communicate with administrators, managers, faculty, staff, students and the community using patience, courtesy, and tact in a manner that reflects positively on the District and college.
- Understand and carry out verbal and written instructions and direction.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Work effectively with frequent interruptions and stringent timelines.
- Acquire and maintain technical knowledge related to the assigned program or department.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Analyze and research problems.
- Prepare clear and concise reports.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Understand and carry out verbal and written instructions and direction.
- Communicate clearly and concisely, both verbally and in writing.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.

- Demonstrate sensitivity to a diverse student and staff population.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, contractors, external organizations and agencies, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.