

SPECIAL PROGRAMS CLERK

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs specialized clerical and administrative functions to support the activities associated with special programs as assigned; assists with and provides information to students, staff, and the public; ensures compliance with District policies, procedures, and established rules and regulations

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. Provides information, assistance, and guidance to students, faculty, staff, and the public in a pleasant and helpful manner regarding special programs within area of assignment and its associated services, policies, procedures, and requirements by telephone, written correspondence, and/or electronic technology; refers to other offices as appropriate. *
2. Performs a variety of administrative functions to support the day-to-day activities of the assigned program(s) such as maintaining program calendars, updating, and maintaining program records, files, and filing systems, composing, and preparing program or office correspondence, generating reports, creating and/or updating forms, and program information; receives and responds to incoming calls, emails, and visitors; determines priority and routes to appropriate staff. *
3. May conduct initial program screenings of students and assists with the coordination of services, resources, and activities that meet qualified student needs. *
4. Classifies and posts student services and program information; assists students and provides guidance related to various student services, resources, and special programs available on campus; refers students to campus resources as appropriate to meet their educational needs and goals; may arrange for transportation or assistance traversing the campus, as needed. *
5. Performs computer data entry to record, compile, extract, and retrieve department information and other data for reports, records, spreadsheets, and other correspondence as it relates to assigned area and/or program. *
6. Establishes and maintains efficient files, filing and recordkeeping systems and department and/or program resource materials; updates and maintains confidential records and reports; gathers, compiles, extracts, and tabulates data and information from various sources; enters data into computer and database applications for assigned programs; reviews data for accuracy and completeness to ensure compliance with program rules, regulations, policies, procedures, and other program mandates. *
7. Assists in the development of promotional and/or marketing strategies and collateral such as flyers, brochures, student handbooks, and handouts for the assigned special programs and special events to enhance and increase program awareness for students and/or the public; maintains a library of resource and reference materials. *
8. Assists with the coordination of various campus events, outreach events and efforts, and student activities. *

- Updates and maintains department and/or program documents, files, and standard reports related to the area of assignment. *
9. Participates in department and program meetings; assists with facilitating meeting preparation; prepares and processes facilities requests, room reservations, and catering orders; works closely with manager to ensure positive outcomes of meetings and special events. *
 10. Updates and maintains webpages for assigned programs such as calendar of events, program updates, and pertinent program information. *
 11. Assists in the development and implementation of revised and/or new procedures, including those to ensure effective and efficient day-to-day operations for the assigned special programs. *
 12. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 13. May coordinate, prepare for, and proctor exams; communicates with instructors and students; returns course examinations to instructors upon testing completion; receives and maintains files.
 14. May serve on a variety of District committees as requested.
 15. May participate in the District's recruitment process for screening, interviewing, and recommending qualified candidates for hire.
 16. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of clerical or administrative experience related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

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

- 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:

- Associate degree*.
- One (1) year of administrative experience within a special program or student services environment.
- Two (2) years of administrative experience related to the duties and responsibilities of the position.
- Experience working within an educational environment.

*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.

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.
- Methods and techniques in working with current and prospective students.
- Interpersonal skills using tact, patience, and courtesy.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Mobile devices and applications utilized by the District and/or college.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- 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, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Collaborate with others to provide services and information related to activities and events.
- Analyze and research simple problems.
- Maintain confidentiality.
- Perform data entry into the District databases and programs.
- Prepare spreadsheets, graphs, and charts.
- Enter, import, and export data to and from databases.
- Receive and greet the public respectfully and respond to questions regarding policies, procedures, programs, and resources available.
- Perform responsible clerical work with speed and accuracy.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Prepare clear and concise standard correspondence and simple reports related to the area of assignment.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- 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.
- Operate office machines including but not limited to computers, copiers, calculators, and fax machines.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative 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, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to 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.