

Desert Community College District

SENIOR PROGRAM SPECIALIST/OFFICE OF STUDENT LIFE

BASIC FUNCTION

Under general supervision of the Director, Student Life, to plan and perform complex secretarial and technical duties; to assist with the oversight of the operation of the Student Center; to assist with the coordination and provide support for approved student life activities; to train and supervise student workers; to observe, check and monitor Student Center to assure a safe and welcoming environment for students, to perform related duties as assigned.

REPRESENTATIVE DUTIES

1. Plan and perform complex administrative and technical office duties to assure timely and efficient office operations and the maintenance of good public relations; including greeting guests and answering telephones; providing accurate information in person or on the telephone where judgment and knowledge of policies and regulations are necessary; opening, screening and routing mail; maintaining an appropriate level of office supplies and order forms as necessary; and accurately maintaining a variety of records and files. *E*
2. Compose, prepare and type a variety of correspondence, memos, reports, presentations and other materials specific to the assignment; proofread materials to assure accuracy and completeness. *E*
3. Assist the Director to coordinate and supervise student workers; including: training, assigning and providing work direction to student workers at local and remote sites; maintaining a directory of available student workers; verifying timesheets; summarizing and reconciling hours worked, hours absent or substitution activity. *E*
4. Assist the Director to coordinate the use of the student center; including: day to day supervision of the center to ensure a safe and welcoming environment; disseminating accurate information about facilities use policies; assisting others to complete appropriate facilities use forms; and developing and maintaining a master calendar. *E*
5. Assist the Director to coordinate with student organizations and faculty advisors to support approved student life activities; including mentoring students in protocol and procedures; facilitating the official registration of a student organization; maintaining current information on organizational leaders, members, purpose and activities; facilitating set-up needs, clean-up activities, and other logistics such as furniture, audio/visual equipment, podiums, lighting, and security as appropriate. *E*
6. Research, analyze and prepare information on a variety of topics for dissemination through various communications while maintaining confidentiality of sensitive departmental information and student records; research, collect information, and input data for federal, state and local reporting. *E*
7. Assist the Director to monitor related budgets; including: researching and preparing information needed for budget development; performing calculations; monitoring expenditures and salaries; cross referencing other documents to maintain and reconcile budget records and files; preparing documents and financial reports submitting to director for final approval. *E*
8. Operate office machines including photocopiers, calculators, typewriters, computers and related software applications including word processing, spreadsheets, presentations, calendaring and e-mail; and other general office equipment as assigned. *E*
9. Query the college's student records database to assist the director in verifying student eligibility for participation in student organizations and activities; including number of units enrolled, number of units completed; and calculate grade point averages. *E*
10. Access, develop and maintain various databases and information manuals; including: training manuals; leadership handbooks; directories; and other student government materials as assigned. *E*
11. Schedule and attend appointments, meetings, and activities as assigned; including notifying appropriate individuals of meeting times and locations; arranging for meeting facilities and related logistics as needed; preparing related calendars as required; recording and transcribing notes and minutes and disseminating to appropriate individuals and groups. *E*
12. Assist the director to coordinate, operate and the maintain the use of the general use computer lab; including: identifying and replacing miscellaneous computer equipment that is in need of repair; submitting work orders for installation, maintenance or repair; and communicating with the appropriate personnel with regard to status of job service requests. *E*

13. Assist the director to coordinate, operate and maintain fundraising activities; including the issuance of student IDs, the student copy center; game room; and other related activities. *E*
14. Communicate with appropriate staff and departments using tact, patience and courtesy to assist the director to resolve day to day operational problems involving the public, staff and faculty in the delivery service to students. *E*
15. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Basic terminology, concepts and procedures related to student government, organizations and activities; telephone techniques and etiquette; problem solving techniques; diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students; District policies and procedures; correct English usage, grammar, spelling, punctuation and vocabulary; interpersonal skills, using tact, patience and courtesy; principles of providing work direction; basic office equipment and procedures such as a copier, adding machine; a computer and applicable software programs including word processing, spreadsheets, presentations, calendaring, and email; video games and audio and visual equipment; recordkeeping and filing techniques.

Ability to: Understand and follow oral and written directions; communicate effectively both orally and in writing to exchange information; learn to interpret, apply and explain applicable rules, regulations, policies and procedures; analyze situations accurately and respond quickly with good judgment; answer phones and interact with the public, staff and students using tact, patience and courtesy; gather information and prepare reports as required; operate a variety of audio visual or automated office machines and equipment including adding machine; copier and laminator; operate a computer and applicable software, including word processing, spreadsheets, calendaring, presentations, database, email and other related programs; maintain clerical records and files; provide work direction to student workers; establish and maintain cooperative and effective working relationships with others; stand and/or sit for extended periods of time; bend at the waist, kneel or crouch; reach overhead, above the shoulders and horizontally; lift 25 pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to an associate's degree and three (3) years of increasingly responsible administrative experience in Student Affairs interacting with persons from diverse backgrounds. Prior experience coordinating and organizing student development programs and activities including overseeing and mentoring student volunteers in student clubs, government, and development organizations is required.

LICENSES

Valid California driver's license; must have an acceptable driving record and current vehicle insurance meeting State of California requirements

WORKING CONDITONS:

Environment: Work is primarily performed in a standard office setting; some outdoor activities; frequent interruptions and distractions; intermittent exposure to excessive noise; possible exposure to dissatisfied individuals; driving of vehicle and/or golf cart to conduct work as necessary. Some evening and weekend assignments

EMPLOYMENT STATUS

Bargaining Unit Position

E: Essential Functions

Range 10

Approved 1/2008

Revised 9/2010