CLASS SPECIFICATIONS

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of complex and responsible administrative activities in support of an assigned program or academic area; to prepare a variety of administrative and analytical reports on program activities; to provide information and assistance to faculty and students; and to serve as liaison between assigned program or academic area and students.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned Director, Manager or Department Chair.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

1. Perform a variety of complex and responsible administrative activities in support of an assigned program or academic area.

2. Participate in the administration of the assigned program; organize and administer support services as appropriate.

3. Assist in the preparation, development and maintenance of the budget; analyze and summarize budget expenditures.

4. Research, compile and analyze a variety of information and data related to assigned area of responsibility; prepare comprehensive analytical reports; recommend and implement plans for expanding or improving assigned program.

5. Attend and participate in a variety of professional meetings; stay abreast of new trends within the appropriate field.

6. Serve as liaison between assigned program or academic area and faculty, students, other academic departments and various community organizations; provide orientation and ongoing information as appropriate.

7. Respond to requests and inquiries from students regarding assigned program and academic policies and procedures; explain program admission, certificate and graduation requirements; assist students in completing various forms and applications.
8. Coordinate and participate in outreach activities for assigned area; develop outreach and promotional materials; conduct group presentations to provide information on assigned program services.

9. Initiate marketing strategies and develop advertising materials to promote the assigned program.

10. Conduct studies and evaluations of other college programs; incorporate appropriate changes into assigned program for improved efficiency.

11. Prepare a variety of correspondence, course outlines, handouts, letters, memos and surveys for assigned area.

12. Participate in the development and implementation of operational, administrative, program and various other policies and procedures.

13. Perform related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of the assigned program or academic area.
Methods of data collection, research and analysis.
Modern office procedures, methods, computer equipment and related software
English usage, spelling, grammar and punctuation.
Basic principles and practices of budget development and administration.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Participate in the administration of the assigned program or academic area.
Interpret and explain assigned program policies, procedures and regulations.
Research, compile, analyze, interpret and prepare a variety of complex administrative and analytical reports.
Participate in budget development and administration.
Participate in the development and implementation of policies and procedures.
Respond to difficult requests and inquiries from students, faculty, staff and the general public.
Coordinate and conduct group presentations to provide information on assigned program services.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain cooperative working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Four years of increasingly responsible administrative support experience including complex programmatic responsibilities.

Training:
Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration or a related field.

WORKING CONDITIONS

Environmental Conditions:
Office environment; extensive contact with students and/or faculty.

Physical Conditions:
Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.