



## **PROGRAM SPECIALIST**

### **BASIC FUNCTION**

Under the direction of an assigned supervisor, performs a wide variety of daily functions associated with the day-to-day operations of a program including identifying and verifying students eligible for college programs and services, assisting in supporting the day-to-day activities of the program.

### **DISTINGUISHING CHARACTERISTICS**

The incumbent in this classification performs duties in the administrative support in program operations. The work requires interaction with participants/students, faculty, staff, and others. The incumbent must possess well-developed organizational skills and communication skills with an emphasis on supporting program functions and ensuring program efficiency.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified.*

1. Assist in assigned program's goals and objectives; assist faculty and staff in the administration of program requirements.
2. Prepare a variety of required reports related to program administration.
3. Process purchase orders; complete necessary business forms, assist with program budget processes, and adhere to established business policies and procedures.
4. Serves as the lead contact and reference source for staff, students, outside agencies, and the public regarding the assigned program; provides information and assistance in a variety of formats concerning program registration procedures, program content and requirements, and policies and procedures.
5. Assist in identifying eligible students; schedule and conduct sessions with potential students; provide information and assistance to students regarding the assigned program; respond to inquiries.

6. Interpret and explain program policies and eligibility requirements; conduct college and program and orientations; coordinate the dissemination of information on college programs and support services for students.
7. Assist students to navigate the financial aid process.
8. Ensure program eligibility for participants by confirming adherence to program requirements.
9. Assist in the preparation and planning of special events for the program.
10. Participate in meetings as assigned.
11. Provide training and supervision for students and temporary employees.
12. Perform other job-related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge Of:**

- Federal, state, and local laws, codes, and regulations.
- Program rules, regulations, and requirements.
- District organization, operations, policies, and procedures.
- Modern office practices, software, procedures, and equipment.
- Techniques of planning and marketing.
- Student services support programs and procedures.
- Record-keeping techniques.
- Budget preparation and control.
- Financial aid process.
- Recruitment strategies.
- Job placement strategies.

### **Skills and Abilities To:**

- Read, write, and communicate.
- Draft, proofread, and edit documents.
- Interpret, apply, and explain policies, procedures, rules, and regulations.
- Work independently with little direction.
- Operate office machines.
- Operate software and data systems.
- Meet schedules and deadlines.
- Problem solving.
- Perform independently and within a team.

**Education and Experience:**

Any combination equivalent to an associate degree in the program-related field and two (2) years of experience in a student services capacity.

**Certificates, Licenses, Special Requirements:**

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**Other Requirements:**

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

**WORKING CONDITIONS****Work Environment:**

Duties are primarily performed in an office environment. Incumbents have extensive interactions with community members and students. Frequent interruptions. Medium noise level. Demanding timelines. Some evening and weekend work may be required.

**Physical Demands:**

Long periods of sitting and keyboarding requiring repetitive hand movement. Speak clearly and distinctly for the purpose of providing information or over the telephone. Ability to stoop, bend, kneel, crouch, reach, twist, and to lift, carry, and/or move objects weighing up to 25 pounds. Incumbents may coordinate and attend events at local high schools, community venues, correctional facilities, and other venues.

Vision: See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

**Mental Demands:**

Making sound decisions and judgements to solve problems. Handle stress of meeting deadlines and demands of job. Communicate with others in fast paced environment.