SENIOR PROGRAM SPECIALIST

DEFINITION
Under general supervision, provides a variety of advanced administrative and program support services to major college programs, students and clientele; performs related work as assigned.

CLASS CHARACTERISTICS
Senior Program Specialist is the advanced level of this series and is characterized by increased responsibility and a higher level of responsibility, independence and decision-making in programs that serve special and disadvantaged student populations especially in the areas of budget and may have responsibility for specific segments of the assigned program.

It is distinguished from specialized coordinator classes in that the latter have primary responsibility for organizing, coordinating and personally performing support services work related to the specific program, whereas this class focuses on providing advanced administrative support to the assigned program.

EXAMPLES OF DUTIES (Illustrative only)

- Provides administrative and program support services for a specific College program
- Provides information and assistance to students, potential students, clients and the public regarding program requirements and services which requires the use of judgment and the interpretation of policies, rules and procedures
- Acts as liaison for the program with College and community committees and organizations as assigned
- Coordinates and maintains the schedule of services provided, such as testing, assessments, interpreters, drivers; and services for college staff, programs, community support agencies, state and local regulatory, licensing agencies or other public groups
- Assists students with various College and outside agency procedures such as registration and completion of forms and documents
- Monitors activity compliance with grant provisions, college policies and federal and state regulations
- Researches data to prepare preliminary budgets for programs; monitors budget allocations and expenditures, maintains financial and statistical records and prepares financial reports
- Prepares promotional materials including flyers, letters, brochures and other means of communicating the services provided by the program to targeted populations
- Coordinates class schedule information and facility use for a specific college program
- Provides support to an off-site College facility and staff
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of various files
- Maintains records and identifies and resolves discrepancies
- Operates standard office equipment, including standard computer software to create written materials and directories
Senior Program Specialist
Page 2

- Enters and retrieves data and prepares periodic and special reports, correspondence and other written materials using an on-line or personal computer system
- Interviews and recommends selection of student assistants and other part-time support staff
- Assigns and directs work and instructs such assistants in work procedures
- May handle and balance program monies
- Performs related duties as required and/or assigned

QUALIFICATIONS

Knowledge of:

- Terminology and basic principles of the program to which assigned.
- Basic functions and programs of a community college or similar educational setting
- Business mathematics and basic budgetary principles and practices
- Applicable federal, state and college laws, rules, policies and regulations
- Government, community and social service organizations and their functions as they relate to the specific program to which assigned
- The needs and sensitivities of special and disadvantaged student populations
- Standard office administrative practices and procedures, including filing and the operation of office equipment
- Correct English usage, including spelling, grammar, punctuation and vocabulary

Skill in:

- Coordinating multiple projects, setting priorities and meeting deadlines.
- Exercising initiative and judgment within established guidelines.
- Applying and explaining relevant laws, regulations, rules, policies and procedures
- Analyzing problems, evaluating alternatives and making sound recommendations
- Making accurate mathematics calculations
- Preparing clear, concise and complete records and other written materials
- Establishing and maintaining accurate records, files and databases
- Maintaining confidentiality of information
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Typing or operating a keyboard with sufficient skill to enter data into a word processor or computer and producing correspondence or reports in a timely manner

Other requirements:

- Specified positions may require a valid California driver’s license.
- Must be willing to work at various campus locations and sites.
- Specified positions may require bilingual or other skills related to the specific program.
- Specified positions may require the ability to learn proper techniques to safely assist disabled students in accessing programs.
A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school supplemented by business or administrative college-level courses and three years of increasingly responsible related experience working in programs for special and disadvantaged populations, at a level equivalent to the College's class of Program Specialist II.

Established: July 1, 2001