PROGRAM SPECIALIST I/II

DEFINITION

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

CLASS CHARACTERISTICS

Program Specialist I is the entry level in this program support series. Initially under supervision, incumbents learn College and program policies and program administration principles and practices. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Program Specialist II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Program Specialist II is the experienced level class of this series, fully competent to perform a variety of administrative and program support duties. The work requires the exercise of independent judgment within established program and College guidelines. This class 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 the actual provision of services to others.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides administrative and program support services for a specific College program (E)
- Provides information and assistance to students, potential students, clients and the public regarding program requirements and services (E)
- Assists students with various College and outside agency procedures such as registration and completion of forms and documents (E)
- Provides students with specific program resources, such as interpreters (E)
- Provides support to an off-site College facility and staff (E)
- Provides information to the public, students and College staff that requires the use of judgment and the interpretation of policies, rules and procedures (E)
- Coordinates services with and refers students to other College staff and programs and to community support agencies, appropriate state and local regulatory or licensing agencies and other public groups (E)
- Monitors budget allocations and expenditures, maintains financial and statistical records and prepares financial reports (E)
- Assists in developing program budgets, objectives and procedures within College guidelines (E)
- Monitors activity compliance with College policies and federal and state regulations (E)
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of various files (E)
- Maintains records and identifies and resolves discrepancies (E)
- Operates standard office equipment (E)
- Enters and retrieves data and prepares periodic and special reports, correspondence and other written materials using a personal computer system and various software such as, e-mail, word processing, spreadsheets, databases and website management (E)
- Recruits, interviews and recommends selection of student assistants and other part-time support staff (E)
- Assigns and directs work and instructs such assistants in work procedures
- May handle and balance program monies
May coordinate class schedule information and facility use for a specific college program
Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Knowledge of:

- Basic functions and programs of a community college or similar educational setting
- Program administration principles, including work organization and budget administration
- Operation of computer equipment and various software applications
- Applicable federal, state and College laws, rules and regulations
- Governmental, community and social service organizations and their functions
- The needs and sensitivities of special and disadvantaged student populations
- Standard office practices and procedures, including filing and the operation of office equipment
- Correct English usage, including spelling, grammar, and punctuation

Skill in:

- Applying and explaining relevant laws, regulations, policies and procedures
- Analyzing problems, evaluating alternatives and making sound recommendations
- Coordinating multiple projects and meetings critical deadlines
- Exercising sound judgment within established guidelines
- Preparing clear, concise and complete records and other written materials
- Maintaining accurate records and files
- Maintaining confidentiality of information
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Operating a keyboard with sufficient skill to enter data into a computer and producing correspondence, reports and other written materials using various software such as email, word processing, spreadsheet, databases, and website management

Other Requirements:

- Specified positions may require a valid California driver's license
- Specified position may require bilingual or other skills related to the specific program

A typical way of gaining the knowledge and skills outlined above is:

**Program Specialist I:** Equivalent to graduation from high school and three years of general clerical support or secretarial office assistant experience. College, technical or business school coursework in the program area of assignment is desirable and such education may be substituted for the experience on a year for year basis to a maximum of two years.

**Program Specialist II:** In addition to the above, one year of administrative and program support experience at a level equivalent to the College's class of Program Specialist I.

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