

<b>Job Title:</b>	Program Assistant	<b>Grade:</b>	H
<b>Department:</b>	Multiple	<b>FLSA:</b>	Non-Exempt

*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

**General Function:**

Provide support to programs in logistics coordination of classes, assisting students and clients with specific information regarding the content and sequence of classes.

**Characteristic Duties and Responsibilities:**

1. Coordinates class set-up by assisting marketing, providing customer services, managing program records and assisting in program management.
2. Creates master files and generates course information sheets.
3. Orders, picks up and delivers class materials; assists program developers and instructors with class activities.
4. Schedules classroom spaces, arranges and sets up room for classes.
5. Interfaces with marketing to facilitate direct mail efforts, including sending and outlining brochures.
6. Interacts with trainers and instructors to insure payments are processed.
7. Advises students and clients regarding class selection and prerequisites.
8. Consults with budget account manager to request and track refunds, reconcile instructor contracts and class rosters; may assist the appropriate administrator with monitoring budgets.
9. Registers students, adds/drops and cancels customer class registrations.
10. Ensures compliance with certification programs.
11. Performs other duties as assigned.

**Reporting Relationships:**

**Direction Received:** Reports to Executive Director or Director  
Receives functional guidance from the Program Developers

**Direction Given:** May directly supervising and directing temporary or student workers

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**Minimum Requirements:**

High school diploma or GED and completion of 36 semester units of college-level coursework from an accredited institution; or a high school diploma or GED and 2 years of full-time work experience in an administrative or administrative support role; or a combination of education and work experience as stated totaling 2 years; associate's degree preferred

**Knowledge, Skills, Abilities and Worker Characteristics:**

Oral and written communication skills

Computer software programs including Microsoft Word, Excel database, spreadsheet and presentation programs

Organizational and interpersonal skills

**Working Conditions:**

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently traveling between buildings on campus or to other campuses; infrequently twisting or bending at the waist or reaching overhead; frequently listening to and talking with students, faculty and other staff members; frequently sitting at a desk or workstation using a computer display, keyboard, mouse and telephone; flexible work hours including evening and weekend