

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title Program Assistant/Business and Information Technology (BIT)

Division/department Continuing Education and Workforce Development/Workforce Development

Campus La Plata

Check one: New PD _____ Revised PD _____ No changes to PD X

Please identify any similar positions already established within the department:

Program Assistant/Healthcare, Program Assistant/Center for Trades and Energy Training

Is this a Director-Level position? Yes _____ No X

Reports to _____ Date _____
(Signature)

Title of Position Reported to Program Coordinator/Business and Information Technology

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature – Vice President or President)

Account code(s) _____

Work schedule Monday through Friday, 8:00 a.m. – 5:00 p.m., flexibility required

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: Program Assistant/Business and Information Technology

1. Introduction

This position provides both administrative and program support to the Program Coordinator for Business and Information Technology. It requires strong administrative, computer, and people skills, and collaborative communication with continuing education staff and the Continuing Education and Workforce Development (CEWD) Operations department to deliver high quality continuing education courses.

20% - Independently performs financial record-keeping and data entry tasks for Business and Information Technology. Continually monitors the department budget. Ensures budget-related documents are properly prepared and accounting transactions are accurately recorded.

- a. Maintains internal shadow accounting mechanisms for maintaining up-to-date cost center financial records. Informs personnel of fund availability status. Alerts and guides accounting personnel of required corrective actions.
- b. Assists Program Coordinator and Director of Workforce Development in preparing annual budget. Obtains needed financial information for upcoming programs, researches historical data and projects needs to ensure budget completely and accurately reflects department's needs. Complexity of task is heightened by need to project number of section and courses needed based on enrollment trends and available instructors.
- c. Responds to requests for department financial data from the Program Coordinator and the Director of Workforce Development.
- d. Prepares requisitions to encumber funds and pay vendors.
- e. Other fiscal duties as assigned.

20% - Assists the department in class scheduling processes and office recordkeeping. Designs and generates needed reports and other products to improve department efficiency.

- a. Assists Program Coordinator with course schedule development. Proofs numerous documents and reports including the official course schedule in Colleague.
- b. Reviews all courses entered into Colleague and recommends changing data to reflect new schedule. Verifies required contact hours are being met.
- c. Prepares class schedule change forms at the direction of the Program Coordinator.
- d. Facilitates distributive printing for department and prepares various products such as rosters, grade/attendance sheets, PPI, monthly budget reports, and section availability reports.
- e. Orders/prepares and maintains procurement documents for supply orders for course supplies and office supplies.

20% - Performs class-related functions. Implements and adjusts department procedures to ensure most effective and efficient methods of used. Completes required tasks or advises department on needed actions.

- a. Creates and maintains electronic or hard copy files for each section. Files to include: learning outcomes documentation, course roster, instructor bio, syllabi, textbook order forms, evaluation report summary, instructor feedback, PPI, vendor contract, etc.
- b. Advises new part-time faculty of department policies and procedures. Maintains copies of master syllabi.
- c. Coordinates textbook orders and resolves problems. Orders review copies for possible adoption. Prepares print shop material for college bookstore. Orders adopted books and ancillaries for all instructors.
- d. Prepares and distributes class roster, and resolves discrepancies.
- e. Prepares and distributes instructor and course evaluations. Forwards evaluations to PIER.
- f. Prepares PPI and vendor contracts.

10% - Performs department administrative and logistical functions. Ensures department properly implements college policies and procedures. Reviews existing policies and initiates process changes to improve efficiency and effectiveness.

- a. Organizes/coordinates department meetings, conferences, and interviews. Prepares materials, reserves conference rooms, arranges refreshments, and notifies participants.
- b. Authors memos, letters, and forms.
- c. Maintains list of instructor contact information in department database.
- d. Maintains all office supplies and instructional materials.
- e. Manages incoming and outgoing mail.

10% - Assists with outreach activities to retain and attract new students which impacts enrollment.

- a. Participates in events and activities related to outreach, recruitment, school programs, job placement, and registration for all campuses. Works closely with all college constituencies and the CEWD Operations department, in efforts to enhance student enrollments in their assigned departments and functional areas.
- b. Implements processes to meet departmental goals and objectives and ensures communication with students and vendors to support these goals/objectives.
- c. Works collaboratively with instructional faculty and support services to facilitate and enhance student enrollments and repeat business for business and information technology.
- d. Represents the college at community and external organization functions and may accompany Program Coordinator and/or Director of Workforce Development in meetings related to new partnerships/business development.

10% - Conducts numerous department personnel processes. Ensures personnel policies are followed for part-time faculty and student assistants. Responsible for transitioning new employees by initiating needed documents, coordinating with various college offices, arranging office space and other logistics-related items, and advising them on a variety of college requirements and policies.

- a. Verifies semester schedule with instructors and program coordinator.
- b. Initiates and monitors personnel-related documents and correspondence for new and existing employees.
- c. Maintains time sheets for student assistants if applicable.
- d. Tracks instructor evaluations.

10% - Serves as department focal point for students, instructors, other departments, vendors, and public. Provides callers/visitors with accurate data in response to their requests or directs calls to appropriate person. Initiates action to obtain needed data and provide advice to callers/visitors. Follows up to ensure customer needs are met.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Associate of Arts degree and/ or 5+ years of office experience required, background in continuing education and business and information technology industry knowledge preferred.
- Required knowledge, skills and abilities: accounting and budgeting, proficiency in Microsoft Office Suite programs, internet, email, scheduling tools, and record keeping.
- Accuracy and attention to detail are required.
- Excellent communication, interpersonal, and organizational skills.
- Must be able to work independently.

3. Supervision: List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

- None.

4. Internal & External Contacts:

- Contacts other college divisions/departments/campuses on all levels.
- Provides advisory assistance to students on departmental programs, prerequisites, schedules and course availability, if necessary.
- Works with Procurement and Accounts Payable/Receivable on billing issues with vendors.
- Works with Payroll on issues regarding instructor payments.
- Works with Bursar, Registrar, Scheduling, Food Services, Bookstore, etc. to ensure departmental courses run smoothly and are processed correctly.
- Serves as main point of contact internally and externally for departmental questions/concerns.
- Contacts vendors and/or instructors for supplies, materials, and answers questions regarding specifics of course logistics.
- Front-line contact for students with questions or concerns.
- Works with Human Resources to ensure that all new hires have the appropriate paperwork completed and sent to HR for timely processing.

5. Guidelines/Procedures/Regulations: Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

- CSM policies and procedures
- Any CEWD/Business and Information Technology departmental procedures
- Administrative Manual
- FERPA
- MHEC Guidelines
- Continuing Education Course Manual
- Public school systems guidelines for facility use, if applicable
- Offsite class locations
- CSM procurement procedures

6. Communications: Please describe the written and verbal skills required for the position.

- This position is required to interact professionally with external/internal clients, regulatory entities, students, employers, and coworkers in both written and verbal form.
- Must possess a strong command of the English language and excellent verbal skills, particularly in responding to student issues or client questions, as they are a front-line representative of the department.
- Responsible for creating and distributing written correspondence to students, clients, instructors, employers, etc.
- Responsible for contacting past participants via email blasts/newsletters, to increase retention and returning student percentages.

7. Role Complexity:

Excellent planning, time management, and organizational skills are required in this position. There are instances when this position is asked to plan months in advance but must be flexible to last-minute changes. This position handles multiple tasks at one time, and the incumbent must be able to prioritize their duties based upon upcoming deadlines. Daily work activities are often impacted by external forces, such as student/client issues, and daily routine is altered. Some tasks require the ability to analyze complex data and report results to the Program Coordinator and/or the Director of Workforce Development.

8. Creativity & Innovation:

In this position, the employee will follow established college and departmental policies and procedures although the employee is invited to share any ideas for improvement or innovation.

9. Impact:

- a. FTE eligibility, section/synonym numbers.
- b. Supports the CEWD Operations department with fiscal requirements.
- c. Supports the Program Coordinator and Director of Workforce Development in generating both new and repeat business.

Must be able to use conflict resolution techniques when working with both student/client issues, given the major impact this activity can have on student/public perception of the college and employee/management issues. The working relationship between the instructors/students/staff/management and this position has the potential to have great impact on the retention of both students and staff. Additionally, serves as the main point of contact for other departments seeking clarification assistance with departmental issues. The work performed under this position serves a major outreach function for students and instructors, often serving as the first point of contact for students and the main point of contact to instructors for the department.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

This position is responsible for accurately tracking the departmental budget of \$360,000. This includes making sure that the department is making fiscally-sound.

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

The typical work day for this position is from 8:00 am to 5:00 pm, but can vary when necessary. Flexibility is required.

Workers are on occasion asked to carry/transport up to 30 lbs. of materials.

Office Environment