



Classification Title: Career Technical Program Specialist

Department:	Multiple	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs routine to complex administrative support and program activities in an assigned career, technical or occupational program; assists students with enrollment, class scheduling, internship/apprentice placement and financial aid; oversees District reimbursements for work performed by students; schedules, proctors and scans certification tests; prepares graduation and certification paperwork; creates and maintains department or program-specific tracking systems, reports, records and files required for work processes; may staff a front desk.

DISTINGUISHING CHARACTERISTICS.

The Career Technical Program Specialist performs specialized administrative and student support activities requiring specific program knowledge, requirements and functions.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Answers student or customer questions regarding program requirements including clarification of enrollment requirements and department processes/procedures; responds to questions and complaints over the phone or at a public counter; receives and inputs a variety of student information into computer systems; researches information in computer systems; provides initial screening and assists with the preparation of forms and documentation; provides recommendations on other available services and community resources; coordinates and follows up on student issues and concerns.
2. Screens and assesses student program admission tests, prerequisites, applications or forms according to federal, state and program regulations and requirements and assigns points; inputs test results into applicable databases and systems; develops eligibility lists and sends to supervisor; informs applicants of test scores and admission status.
3. Explains and monitors background checks, drug screens, medical exams and other program-mandated requirements.
4. Coordinates with program partners providing on-the-job training, ride-alongs, observations or apprenticeship opportunities; coordinates student placements; schedules, track and reports student work hours; coordinates the invoicing, collection and processing of payments to the District and, if applicable, processes disbursements to students.
5. Conducts and/or participates in on- or off-campus career fairs, workshops, class and community presentations, orientations, campus tours and special events; provides information on program eligibility and requirements to potential students; tracks attendance at workshops.

6. Inputs student data into appropriate systems and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status; performs basic research; develops, tracks, analyzes and reports administrative processes, metrics and documents; prepares reporting for accreditation purposes; creates and maintains electronic and physical filing systems.
7. Verifies test results, materials and forms are submitted in order for students to graduate from the program; may order and return materials needed for final testing from certifying agency; prepares training completion certificates; coordinates graduation ceremonies and activities.
8. Provides administrative assistance to instructors including preparing instructor packets and rosters, running grade reports and preparing the classroom and training facilities; provides basic equipment, audio-visual and technical support; ensures the availability of needed supplies, materials and equipment within available resources.

Marginal Functions:

1. Provides backup for other department or program administrative support staff.
2. Maintains and orders office supplies, materials and equipment.
3. Assists in the development and distribution of a variety of program, outreach and marketing materials, including newsletters, informational articles, flyers, brochures and other documents; assists in the development and maintenance of the program website and social media accounts.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible clerical and secretarial experience,

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Clerical and secretarial experience involving frequent public or student contact and familiarity with counseling, student assessment, eligibility and matriculation requirements.
2. Completion of college-level coursework from an accredited college or university.

Knowledge of:

1. Basic services and regulations of assigned program.
2. College admissions procedures.
3. Office administration practices and procedures.
4. Health Insurance Portability and Accountability Act (HIPAA) regulations as they pertain to applicant and student information and records.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
6. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
7. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
8. Basic research methods and data analysis techniques.

9. Federal, state and local laws, regulations and court decisions governing area of assignment.
10. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
11. Modern office practices, procedures and equipment including computers and applicable software programs.
12. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Communicating information accurately and effectively to students; comprehending requests for information or assistance; maintaining a courteous and tactful manner when under pressure or in an antagonistic situation.
2. Evaluating student applications for program eligibility accurately and effectively.
3. Administering and scoring application tests and requirements.
4. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
5. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
6. Assisting in preparing and monitoring a program or department budget.
7. Tracking statistical information utilizing complex spreadsheets and databases.
8. Communicating clearly and effectively, both orally and in writing.
9. Preparing clear, concise and accurate reports, documents, data entries and other written materials.
10. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
11. Organizing and maintaining specialized files.
12. Maintaining confidentiality of student files and records.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
15. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods and use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.