



Student Services Job Family: **Program Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Program Assistant I INDIVIDUAL CONTRIBUTOR	Program Assistant II INDIVIDUAL CONTRIBUTOR
Assist in administering and overseeing assigned program functions; provide oversight of program space, including audio/visual equipment and program materials; coordinate and oversee all logistics related to student related conferences/ workshops/events including on-line registration site, location, and catering selection; may include arranging hotel accommodations and overseeing reimbursement (if applicable) for external presenters; schedule and confirm date(s), time(s), location, participant counts, and onsite equipment availability.	Evaluate, assess and plan for future of programs and participant involvement; participate in program planning, development and evaluation in cooperation with team members; plan, coordinate conferences, meetings and functions; confer with clients to arrange details of conferences, meetings and functions; coordinate and oversee all logistics related to student related conferences/ workshops/events including on-line registration site, location, and catering selection; may include arranging hotel accommodations and overseeing reimbursement (if applicable) for external presenters; schedule and confirm date(s), time(s), location, participant counts, and onsite equipment availability.
Assist in adapting, evaluating, and improving existing program(s) logistics.	Review and analyze program outcomes and recommend any adjustments; participate in debriefing to assess effectiveness of event and to document outcomes; recommend and develop evaluation tools.
Create/design marketing materials using established guidelines and templates; compose communications from various resources and distribute to specific mailing lists.	Oversee or directly contribute to the creation and publication of manuals, handbooks, brochures, annual reports and other materials such as handouts, and visual aids (e.g. overheads, Power Point displays), for workshops, conferences and other public presentations.
Maintain the web site, keeping it up-to-date with correct information regarding contacts, policies and regulations, resources, events, etc.	Oversee the maintenance of the web site, keeping it up-to-date with correct information regarding contacts, policies and regulations, resources, events, etc.
	Coordinate and assist in the preparation of grant proposals.
Assist in the negotiation of contracts with performers and/or services and suppliers.	Assist in negotiating contracts with performers, vendors, clients, services and/or suppliers.

Program Assistant I INDIVIDUAL CONTRIBUTOR	Program Assistant II INDIVIDUAL CONTRIBUTOR
Monitors and reconciles program expenses for budget compliance.	Determine appropriate spending within budget limits; manage and reconcile program accounts; assist in developing budgets; may assist in developing and implementing short and long range strategic plans for financial operations; prepare financial reports and analysis; responsible for all deposits and expenses of the Program.
Assist in the hiring, training, and evaluation student employees and volunteers.	Recruit, hire, train and supervise temporary and/or student employees.
Regularly monitor and update website and displays to ensure information is up-to-date and accurate at all times.	
Update and maintain programmatic databases; may generate reports to meet program needs.	Develops and creates new databases to meet program needs; track, gather and report statistics relevant to the program.
Act as primary contact for any problems arising during events; resolve issue or escalate to supervisor as necessary.	Monitor events to ensure compliance and provide corrective action when necessary; ensure the satisfaction of clients/program participants; respond and resolve complaints.
Maintain timely contact with participants regarding schedule, location, changes, etc; email confirmation/meeting details.	Establish and maintain collaborative relationships with clients and/or program participants.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11292 PROGRAM ASSISTANT I, BAND D	11293 PROGRAM ASSISTANT II, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate's degree; more than 2 years, but less than 4 years relevant experience or equivalent	Associate's degree; more than 4 years, but less than 6 years relevant experience or equivalent
IMPACT	Extend beyond department	Extend beyond department
CONTACTS - INSIDE	Coordinate activities Contribute to group projects	Provide guidance or instruction
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc

FACTOR PROFILE	11292 PROGRAM ASSISTANT I, BAND D	11293 PROGRAM ASSISTANT II, BAND E
SUPERVISION	Day-to-day supervisory direction to employees within the department.	Day-to-day supervisory direction to employees within the department.
COMPLEXITY	Focus on entire field	Focus on an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria.	Responsible for making some decisions which require consideration of various criteria.
FREEDOM OF ACTION	General supervision Some interpretation of established policies and procedures required	Little guidance to accomplish work activities Rarely refers situations to the supervisor
SUPPORT SKILLS – WRITING	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research
SUPPORT SKILLS – COMPUTER	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks
WORKING CONDITIONS - PHYSICAL	Lift less than 10 lbs.	Lift 10 lbs. To 20 lbs.

FACTOR PROFILE	11292 PROGRAM ASSISTANT I, BAND D	11293 PROGRAM ASSISTANT II, BAND E
WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration and visual attention
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure