



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

PROGRAM SPECIALIST

A Classified Professional Position

Grade 170S – Salary Schedule 40

A. General Statement

Program Specialist performs professional work involved with planning, coordinating, and implementing of a District program. Under direction, the Program Specialist is responsible for and/or assists with program development, planning, logistical operations, reporting and documentation of a District Program.

Public contact is extensive and includes staff, students, business and community representatives and leaders, campus visitors, and the general public. A high degree of independent judgment and creativity is required to adequately represent the District, serve as a technical resource person for the program, to design original program components and services, and to resolve minor and major problems that arise. Consequences of errors in judgment could be costly in employee time, public relations and money; however, administrative and policy controls limit the risk of serious consequences. The Program Specialist can supervise the work of paraprofessional, clerical and other staff, and student assistants as assigned.

Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, staff, other educational institutions, educational partners, community and business representatives, vendors, governmental agencies and the general public regarding a variety of District programs, services, eligibility requirements, policies, timelines, required forms and other information
2. As directed schedules and participates in on-campus meetings
3. Assists with the coordination and implementation of District programs
4. Plan and coordinate presentations to small and large groups as needed
5. Drives a motor vehicle to attend off-site meetings, workshops and other events to obtain current information
6. Plans, conducts and participates in program services in conjunction with program management and staff
7. Plans joint events with District and college programs, and with outside business and community representatives
8. Uses a variety of computer software to set up and maintain demographic, statistical and other data related to student enrollment, retention and follow-up
9. Assists with processing business expense reports for program staff

10. Researches, compiles data for, formats and prepares special and regular reports and presentations. Confers with management and other staff to develop and implement needs assessments and other studies and surveys
11. Manages District programs and online presence, including obtaining testimonials from current students and assists in developing marketing media for outreach
12. Plans and coordinates lay-out, graphics, photography and other artwork, editing, printing, multimedia enhancements, web page information, distribution and other services in conjunction with other staff, students and/or vendors as appropriate.
13. Uses a variety of computer software to compose and prepare correspondence, reports, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials
14. Plans and implements surveys as needed
15. Oversees the development and maintenance of the District's program website.
16. Performs other related duties as assigned

C. Requirements

1. Bachelor's degree from an accredited institution in business administration, sociology, human resources or a closely related field
2. Successful experience of increasing responsibility in an educational, social services, human resources or related area
3. Demonstrated skills in communicating effectively, constructively, sensitively and respectfully with people at various levels within organizations who are diverse in their cultures, language groups and abilities
4. Experience with program planning, implementation, and evaluation
5. Skill in researching, compiling data for, and preparing a variety of reports
6. Experience with basic accounting procedures
7. Demonstrated skills in written and oral communication, including public speaking
8. Skill in the use of a variety of computer software to compose and prepare data analysis, reports, summaries, correspondence and other materials
9. Demonstrated skill in working as part of a small team with a broad range of responsibilities
10. Possession of a California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle to off-campus locations
11. Experience with event planning and coordination

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires attention to details; oral and written communication; data interpretation, comparison and analysis; visual acuity and comparison; tact, patience, confidentiality and sensitivity; public speaking to small and large groups; manual dexterity; good listening and memory; driving a motor vehicle to off-site locations; coordination of the work of others; persuasive communication; negotiation; work under deadline pressure; adaptability and flexibility in order to perform the essential functions. The Office Manager must also be able to lift/push/pull/carry up to 30 pounds.

E. Knowledge, Skills & Abilities

1. Knowledge of the role and value of specific District programs
2. Skill in multi-tasking and working accurately under deadline pressure
3. Skill in the use of spreadsheets, a variety of computer software and a database to set up, maintain, format and prepare data for reports, correspondence, publicity and other printed materials
4. Skill in researching and analyzing a variety of data to draw conclusions
5. Skill in written communication
6. Skill in oral communication, including public speaking

7. Skill in respectful, sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
8. Ability to work collaboratively and effectively as part of a team
9. Ability to work independently with little direction
10. Ability to write reports, business correspondence, and procedure manuals
11. Ability to exercise good judgement and discretion in handling sensitive or confidential information

(8/2021)