

- Monitors student/client status, needs and progress;
- Confers with, advises and assists students on a variety of school, personal and program-related issues, decisions and processes and makes referrals;
- Identifies appropriate resources and services within the college and community, and assists students/clients by arranging appointments, assisting with applications, discussion with referral agency or individual, and other coordination;
- Makes presentations to various groups to promote program utilization and understanding of issues related to the program and the individuals it serves;
- Arranges or prepares and conducts special training for students/clients, college staff, and others;
- Coordinates special events related to the program such as conferences and workshops;
- Identifies, obtains and maintains special resources for students/clients served and staff;
- Attends, conducts and/or participates in a variety of committees and meetings;
- Provides a variety of responsible office support for the program.

MINIMUM QUALIFICATIONS:

Knowledge of:

Federal, state and other regulations pertaining to the program area.

Procedures and requirements for student program eligibility.

Program and service needs of students served by the program area.

Principles and practices of program planning, budgeting and monitoring.

Computer use and desktop applications software pertinent to the assigned area.

English grammar, spelling and punctuation.

Skill in:

Planning and delivering effective oral presentations to groups.

Reading, interpreting and applying regulations, policies, and procedures related to the program.

Planning and tracking program budgets.

Drafting and implementing program plans, objectives and procedures.

Representing the program at a variety of internal and external committees and meetings.

Establishing and maintaining a variety of records, data and required reports.

Preparing effective written reports and correspondence.

Planning and coordinating special events related to the program.

Establishing and maintaining effective working relationships with those contacted in the course of the work, including working with students with special needs.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; specified positions within this class may require certification of bilingual skills.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and

skill is a combination of education and experience equivalent to:

An Associate of Arts degree with major coursework in business or public administration, or an area which would provide program-specific knowledge and skills, and two years of experience in program administration, analytical or instructional support.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Speech and hearing to communicate effectively in individual and group settings; manual dexterity to operate keyboards and manipulate papers; vision to read text, forms and computer screens; mobility to travel to committee meetings and conferences off campus.