

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PROGRAM TECHNICIAN

SUMMARY DESCRIPTION

Under direction of assigned supervisor of record, perform a full range of technical, programmatic, administrative, secretarial, advanced clerical, and routine staff and analytical duties requiring the application of specific program knowledge and administrative, secretarial, and advanced clerical skills in support of assigned program or functional area; assume on-going programmatic duties and responsibilities specific to area of assignment; provide technical support and specialized program information and assistance to assigned administrator, faculty, staff, and students; and participate in coordinating assigned programs, projects, and services.

DISTINGUISHING CHARACTERISTICS

The Program Technician is the full journey-level technical support classification in the program support class series. Positions allocated to this class level perform the full range of technical and program support, administrative support, and complex secretarial and clerical duties independently for an assigned program or functional area requiring a broad knowledge of the assigned area. Program Technicians work on assignments of diverse scope and moderate to intermediate complexity involving evaluation of various factors. This class interacts regularly with a wide variety of people across the organization and provides strong support and problem solving to others. This classification is distinguished from the Program Assistant in that the latter typically exercises less judgment in the interpretation, application, or modification of existing procedures and methods and provides support to a less complex program area that is often in a non-academic area. Employees at the Program Technician level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of technical, administrative, advanced clerical, and routine staff and analytical duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills in support of assigned program or functional area; assume responsibility for specific program area duties. ***E***
2. Serve as primary contact, liaison, and resource for assigned functions and programs with staff, students, and the general public; communicate information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary; assist students and other staff in interpreting and applying program area policies and procedures; research information related to program area policies and procedures. ***E***
3. Conduct a variety of studies and research for assigned area; research, compile, summarize, record, and review information from various sources on a variety of specialized topics related to program area of assignment; participate in the preparation and distribution of narrative, statistical, and financial data, recommendations, and reports. ***E***
4. Verify and review materials, applications, records, and reports for completeness, accuracy, and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; collect and process appropriate information; process various applications and forms. ***E***
5. Provide technical assistance in person, on the telephone, and/or on-line regarding assigned program area; explain application requirements and restrictions; provide information and forms. ***E***

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6. Perform a variety of special projects and assignments in assigned area including coordination of assigned program components and projects; participate in the implementation and administration of program components and or functions. ***E***
7. Plan and organize assigned program functions as well as administrative office support functions; coordinate, oversee, and evaluate the flow of office work and ensure that work is performed in a timely and accurate manner; review, update, and inform the supervisor and others of essential timelines; discuss and review calendar of events on a regular basis with assigned administrator to ensure timely coordination of office activities and status of assigned program functions and projects; develop schedules related to assigned program activities and services. ***E***
8. Participate in the orientation and training of new employees as assigned; assign, schedule, train, and provide work direction to lower-level office staff and student workers as assigned; prioritize work assignments; review and validate completed work for accuracy. ***E***
9. Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or record proceedings; prepare and distribute agendas, background materials, and minutes as appropriate. ***E***
10. Prepare and proofread a wide variety of reports, letters, memoranda, correspondence, agreements, agenda items, statistical charts, and other documents and material according to established procedures, policies, and standards; type from rough draft, verbal instruction, or transcribing machine; compose correspondence independently. ***E***
11. Establish and maintain a variety of complex, interrelated filing systems including confidential files; maintain manuals and updated resource materials. ***E***
12. Operate a variety of office equipment including copiers and computer; utilize various computer applications and software packages; input, maintain, and utilize data to develop reports using spreadsheet software; manage assigned database; maintain and generate reports from a database or network system; create, format, and revise charts, graphs, charts, worksheets, booklets, brochures, and forms using word processing, desktop publishing, and other computer applications. ***E***
13. Utilize electronic technology in the performance of duties including, but not limited to, corresponding with others and maintaining assigned calendars, schedules, and appointments; coordinating and arranging meetings; coordinating activities with other staff members and programs; making travel arrangements; processing conference reimbursement, in-service leave forms, travel advances, travel claim forms, travel applications, and other requests. ***E***
14. Perform a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; verify, balance, and adjust accounting records; assist with budget preparation and monitoring. ***E***
15. Recommend improvements in work flow, procedures, and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required. ***E***
16. Schedule and arrange faculty and/or student orientations related to assigned programs. ***E***
17. Monitor the scheduling, staffing, and cancellation of classes in assigned programs in conjunction with Schools; coordinate registration activities for students in assigned programs; provide admissions and enrollment services to students. ***E***
18. Maintain website with events, publications, graphics, and other program related material. ***E***
19. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Services, and activities of the functions, programs, and operations of the assigned program area.
Goals and objectives of the assigned program.
Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.
Work organization and office management principles and practices.
Screening and interviewing techniques may be required for some assignments.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Basic principles and techniques of budget administration.
Principles and techniques of business letter writing.
Principles and practices used in establishing and maintaining complex and inter-related files and information retrieval systems.
Principles, practices, and techniques of complex fiscal, statistical, and administrative research and report preparation.
Mathematical concepts and basic techniques of statistical analysis..
Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
Interpersonal skills using tact, patience, and courtesy.
Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
English usage, grammar, spelling, punctuation, and vocabulary.
Oral and written communication skills.

Ability to:

Understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
Independently perform a full range of administrative and technical duties in support of program functions and operations.
Exercise initiative and sound judgment in solving difficult and complex administrative and technical problems within limits of authority.
Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Respond tactfully, clearly, concisely, and courteously to specialized requests, inquiries, issues, concerns, and needs from students, staff, or the public; effectively present information.
Screen, interview, and assess needs of students may be required for some assignments.
Research, compile, analyze, and interpret diverse data and information and make appropriate recommendations.
Prepare a variety of clear and concise administrative and financial reports.
Perform mathematical calculations quickly and accurately.
Independently compose and prepare correspondence and memoranda.
Train, lead, and provide work direction and guidance to other staff and student workers.
Type and enter data at a speed necessary for successful job performance.
Participate in the preparation and administration of assigned budgets.
Use correct English usage, grammar, spelling, punctuation, and vocabulary.
Plan and organize work to meet schedules and changing deadlines.
Use sound judgment in recognizing scope of authority.

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Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work independently and effectively in the absence of supervision.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in public administration, business administration, or other field related to area of assignment; and three years of increasingly responsible administrative support experience that demonstrates the ability to learn and apply policies, procedures, and other guidelines.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.