

PROJECT/PROGRAM SPECIALIST

DEFINITION

Under general supervision, assists in planning, organizing, coordinating, and providing direction and oversight of assigned projects and/or programs; provides routine administrative and operational support for assigned projects and/or programs; plans and coordinates education and outreach efforts; evaluates program effectiveness and makes recommendations for operational, policy, and procedural improvements; develops, summarizes, and maintains program records and reports; fosters cooperative working relationships with students, staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. May provide technical and functional direction and training to student workers.

CLASS CHARACTERISTICS

This is a project/program specialist classification responsible for assisting in planning, organizing, and coordinating assigned programs, projects, services, and/or activities. Employees at this level are required to be trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations. Successful performance of the work requires the knowledge of program/project and District activities and extensive student, faculty, and staff contact. This class is distinguished from the Coordinator, Project/Program in that the latter has a higher level of program responsibilities and requires extensive experience in coordinative responsibilities of assigned program.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Assists in planning and coordinating assigned program, project, services, and/or activities; establishes schedules and methods for providing program, project, services, and/or activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
- Provides training, orientation, and guidance to assigned student workers; prepares weekly and daily schedules; reviews and controls quality of work; assists in the recruitment and selection of staff and provides recommendations.
- Participates in developing goals, objectives, policies, procedures, and work standards for assigned program and/or project to which assigned.
- Assists in planning, coordinating, and implementing various events, workshops, and outreach and recruitment activities.
- Assists in coordinating assigned program and/or project, including identifying stakeholders, conducting needs assessments, gathering data and information, and implementing changes and/or updates; provides on-going support to ensure program and/or project success.
- Administers evaluation and assessment tools; provides input and documentation for program and/or project evaluations and assessments.
- Assists in marketing program, project, services, activities, and events through various communication venues and social media; assists in developing flyers, brochures, and other marketing materials.
- Coordinates with other departments and divisions to ensure effective and efficient operations, technology, and services of assigned program and/or project.
- Researches, compiles, and organizes information and data on topics related to assigned programs and/or projects; prepares and assembles reports and other informational materials.

- Serves as a liaison and contact person to students, staff, and faculty; provides consultative services and advice on assigned programs and/or projects; provides requested data, answers questions, and refers inquiries to the appropriate resource within or outside the District; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Provides administrative assistance and operational support to assigned programs and/or projects; composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
- Maintains and updates various databases and filing and record-keeping systems for assigned programs and/or projects.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Prepares requisitions to purchase items, maintains inventory of supplies, equipment, and materials as needed.
- Represents the program at meetings both on & off campus; may be assigned to act as a liaison to outside agencies.
- Gathers info for advisement purchases for faculty and staff with regard to proposed equipment purchases/maintenance and program effectiveness.
- Prepares and revises handouts regarding operation protocol for project or program.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, implementing, and maintaining assigned program and/or project.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Basic principles and practices of budget administration and accountability.
- Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversees assigned program and/or project operations, services, and activities.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned program and/or project.
- Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Make accurate mathematical and statistical computations.

- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Interpret, apply and explain applicable District policies, rules, and regulations related to areas of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in education, business or public administration, or a related field, and one (1) year of responsible program or project coordination experience.

Licenses and Certifications:

- The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.