

TITLE: <u>Program Specialist</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA509</u>
UNION: <u>Staff Association – Local 2071, U.A.W.</u>	SALARY GRADE: <u>7</u>	EEO CODE: <u>50</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

POSITION PURPOSE

Coordinate workflow and perform maintenance on hard-copy and computer-based files pertaining to mission of a specialized academic or service program. Mastery of general office procedures and a thorough understanding of program goals and requirements is utilized to oversee program support.

ESSENTIAL JOB FUNCTIONS

- Assemble and maintain computer-based and hard copy files pertaining to the operation of a specific academic or service based program. Update files to reflect participant activity, completion of program requirements or tasks, eligibility for graduation, changes in addresses, and/or status, administrative activity of unit and reference materials.
- Maintain and assist in the establishment of program and activity calendars and timetables. Schedule conferences, special events, meetings, work and interviews. Arrange necessary supplies, equipment and amenities for functions and office, prepare and gather paperwork for events. Schedule appointments.
- Receive and direct incoming phone calls and visitors. Provide information to students, faculty and the general public about records, production status and programs policies, procedures and requirements; assist with problem solving.
- Gather information necessary for professional staff to make decisions and perform work. Follow-up on missing information; verify records; update production and/or participant status; make initial recommendations for admission into or functioning of program. Approve student plans of work.
- Type correspondence, informational packets, grant proposals, program material, contract bids, promotional literature, manuscripts and reports. Follow established practices or standards for presentation of material. Provide proofread documents for final review and/or signature.
- Provide functional supervision to a small number (1-3) of clerical and part-time support personnel. Assign, monitor and review work activities. Train in appropriate methods and procedures. Coordinate work activities of unit support staff.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification coordinates the support of an academic or service based program for the University. As such, the incumbent is training staff, gathering and disseminating information and assisting in making recommendations on program operation. This level necessitates the mastery of job-related duties. Incumbents must search for solutions or new applications within an area of learned things and are allowed to set their own priorities, subject to supervisory approval and review. Incumbents must utilize keen attention to detail. This classification can be found in an academic or service unit of the University and reports to and receives work direction from a professional or management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Thorough knowledge of University administrative policies and procedures relating to program area.
- Reasonable knowledge of program mission and requirements.
- Ability to communicate effectively with others.
- Ability to operate standard office equipment.
- Ability to type and use wordprocessing equipment with speed and accuracy.
- Typically, incumbents have held lower level clerical or program records positions.