

RANGE N02

**JTC NO. CM0
FLSA EXEMPT N**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

JOB TITLE: Program Services Assistant II

DATE PREPARED: Fall 2003

DATE RE-TITLED: Fall 2009

DATE REVISED: Fall 2009; Fall 2011; Summer 2012; Summer 2013; Fall 2016

GENERAL SUMMARY: Provides assistance to the director and/or program coordinator in planning, developing, and the general operation of a specific grant and/or a specific district based program.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Primary resource person for students; provides program information, and enrollment process to current and prospective students.
- Assists the director/program coordinator in coordinating and preparing special reports, answers requests for information, which may include compiling and summarizing data from files/records.
- Maintain complex division files including highly confidential information about students, and evaluations profile (IAP, GPA, and financial aid needs).
- Screens calls, visitors, and mail; requisitioning supplies and equipment; composing correspondence, verifying operating reports for accuracy and implementing changes where required.
- Performs bookkeeping functions and monitors allocated budgets.
- Some positions may plan, coordinate and manage day-to-day activities of a staff largely comprised of part-time employees, students, tutors and/or volunteers.
- Analyzes prospective student eligibility based on program requirements.
- Recruits prospective students from the general college population to meet specific grant/program requirements.
- Coordinates the integration of various grant/program services with existing college services.
- Assists students with assessment, course selection, and progress monitoring.

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PRINCIPAL DUTIES AND RESPONSIBILITIES: - continued

- Interacts with District Resource Development staff to stay abreast of reporting needs and documentation requirements.
- Performs other duties as assigned.

REPORTING RELATIONSHIP:

Varies to meet organizational needs.

PHYSICAL EFFORT REQUIRED:

Work with light easy to handle materials requiring little physical effort.

MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:

Associates degree plus two years of experience in student, career and/or counseling services **or** graduation from high school or equivalent plus four years of experience student, career and /or counseling services. Ability to utilize computer technology to access data, maintain records, generate reports and communicate with others. Excellent oral and written communication skills in order to effectively interact with individuals from diverse backgrounds. Strong knowledge and experience in providing effective customer service. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ccp: 09-01-03
revised: 04/2009 – adhoc - msv
revised: 9/01/09-rje-msv/ccp
FLSA Tested: 10/01/2011 – rrg
Revised: 08/2012 – emm Revised: 07/2013 – emm
Revised: 12/2016 - emm
ADA/tmm 12.14.18