



Job Description

Job Title: Program Services Assistant II

JTC: CMO

Salary Range: N02

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION 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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to utilize computer technology to access data, maintain records, generate reports. Able to assist students with assessment, course selection, and progress monitoring. Provides excellent customer service to students and clients.

Ability to maintain confidentiality regarding content of all program, child, family and staff records.

Must have strong organizational skills, ability to multi-task, detail-oriented approach to work, strong decision-making skills, good follow-up, ability to complete tasks.

Able to adhere to the district, college and department policies, procedures, and practices. Must be able to recruit prospective students from the general college population to meet specific grant/program requirements.

Excellent oral and written communication skills in order to effectively interact with individuals from diverse backgrounds. Strong knowledge and experience providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 10 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High School Diploma plus four (4) years of experience *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL 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.

Screens calls, visitors, and mail; requisitioning supplies and equipment; composing correspondence, verifying operating reports for accuracy and implementing changes where required. Coordinates the integration of various grant/program services with existing college services.

Maintain complex division files including highly confidential information about students, and evaluations profile (IAP, GPA, and financial aid needs). Interacts with District Resource Development staff to stay abreast of reporting needs and documentation requirements.

Performs bookkeeping functions and monitors allocated budgets. 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.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provide excellent customer service.

Performs related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.