Oregon TECH

Classified Employee Position Description

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0104 - Office Specialist 2	**b. Competency Level:**
c. Effective Date 2/7/2014	**d. Position No:** H99978
e. Working Title: SSC Office manager	**f. Work Unit:** Student Success Center
g. Agency No.: 58018	**h. Agency Name:** Oregon Institute of Technology
i. Employee:	**Supervisor:** Dan Ziriax
j. Work Location: Klamath Falls, Klamath	
k. Position : Full Time Permanent Irregular Hours	
l. FLSA: Non-Exempt	**Eligible for Overtime:** Yes

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

The Student Success Center is composed of several departments/areas or functions: Testing Services, Peer Consulting Services, First Year Experience, ACAD Courses, Tech Opportunities Program (TOP), Disability Services (DS), Career Services (CS) and a major recurring event called Breakfast Club. The SSC collaborates frequently with Admissions, Business Office, Student Affairs, Registrar's, Academic Departments, and students as well as many other departments across the Klamath Falls campus and the Wilsonville Campus to provide services to students, staff and faculty participants.

Below is a brief summary of the areas within the SSC that will help define the program in which this position exists:

TOP is a Federally Funded Student Support Services (TRIO) grant located only on the Klamath Falls Campus. The mission of TOP is to provide academic and other support services to students who have an academic need and who are low income or first generation or who are students with disabilities in order to increase the academic success and graduation rate of participating students.

DS provides academic adjustments, auxiliary aids, academic support and counseling services to students with documented disabilities. The mission of DS is to provide opportunities for equal access to university programs, services, facilities and activities.

CS supports student and alumni efforts to develop and achieve career goals. Staff guide students as they plan their careers, teach them to compete effectively in the job market, develop job opportunities through contacts with

employers, and promote career awareness through experiential learning opportunities such as cooperative education, summer jobs, and college work study.

Peer Consulting Services supports students through tutoring services provided to any Oregon Tech student. Students are assisted through drop-in and scheduled group and/or individual tutoring sessions throughout the year in just about any academic subject found at Oregon Tech.

Testing Services supports student through assessment and testing for all Oregon Tech students, distance education learners, and non-OIT students. Testing includes, but is not limited to, undergraduate and graduate level testing, ACT, MAT, Accuplacer assessments, in class and out of class proctoring.

The Breakfast Club has been one of the major outreach programs that the SSC does to help engage with students and help bridge the gap between the students and critical areas/departments across campus. Each month the SSC, along with a hosting department, will offer breakfast to all students. The purpose of the breakfast is to engage with the students, introduce them to the staff/services of the SSC and of the hosting department.

This position will be directly managing, facilitating or supporting all areas mentioned above as well as directly supporting the Director of the SSC.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

The purpose of this position is to provide administrative support to the Director of the Student Success Center, including but not limited to; assisting with travel, invoicing, purchase orders, ordering supplies, and finance and budget assistance. This position will also support all programs represented within the center. This position may assist with program reviews, assist with short/long term goals for the programs, and provide general office and program support to ensure students receive the level of service required.

SECTION 3. DUTIES

a. Major Duties

1) Office Management: Coordinates various office support services, including purchasing and facilities management, travel requisitions, maintaining office supplies, finance and budget entry, student and staff payroll, etc. for all areas of the SSC. Process all SSC POs, invoices, encumbrances and journal vouchers using FIS: gather information from all staff, verify accuracy and enter data into the appropriate systems/spreadsheets, assist in the financial management of the department by maintaining records and overseeing the use of departmental procurement cards by reconciling monthly statements and monitoring budgets. Requires some accounting knowledge. Duties will also include fielding telephone calls, managing calendars, meeting and event arrangements; preparing reports and financial data; customer relations such as receiving and directing visitors, word processing, creating spreadsheets and presentations, filing, and faxing. Requires strong computer and Internet research skills, flexibility with work assignments and calendar activities, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors. Serve as the official backup for DS/CS/TOP/and other SSC services when other staff members are absent or out of the office. Also serve as a backup processor for multiple databases (both for student information and for budget information), assure data entry is timely and accurate, create reports, and utilize data to assist with program monitoring and evaluation. Requires strong communication skills and the ability to edit copy to ensure proper grammar, spelling, syntax and style. Make sure SSC is remaining clean, furniture is put back into place after being used, reserving rooms for SSC activities, updating signs, poster boards, etc. Additional duties include filing, data entry, records retention, event scheduling in Banner for all SSC events, knowledge of card swipe system and process and archiving. (40%)

2) Administrative Assistant: This position serves in part as the administrative assistant to the Director. This will include, but is not limited to, directing phone traffic, managing calendar activities. Serve as backup ACAD course facilitator in the absence of the Director, as well as other administrative assistant duties. Serve as the point of contact

for the Director of Students Success Center in their absence and act as a communication link between the department, other directors and external constituents. Assist the Director of Student Success Center by monitoring the office budgets for all areas of the SSC and generating all budgetary reports. Facilitate, process and track all budgetary spending for the Director and all SSC areas. This will include, but not be limited to, budget summarization and planning. Assist Director with pre-placement process for all new, incoming students. Requires a very detailed evaluation of student materials, such as transcripts, SAT/ACT exams, GPA, etc. to determine a students need for placement exams and pre-placement. This position is also responsible to assist the Director and all areas to further develop and promote all aspects of the SSC to all on and off campus constituents. Requires an eye for detail and an ability to use standard proofreading marks, and excellent knowledge of grammar and style. Sensitivity to confidential matters is a requirement. (20%)

3) Student Worker Management: Directly supervise SSC student staff to guarantee a high level of customer service. Lead, direct and train 4-5 student workers. Manage payroll for all SSC Student Workers, approximately 50-60 student workers. Maintain departmental personnel files for student employees. (10%)

4) Provide support to all SSC projects, activities and events such as workshops, registration, Bridge, etc. The position will act as a central contact point in providing direction and a high level of customer service for all requests for information related to the aforementioned programs, including electronic queries. (10%)

5) Breakfast Club: Coordinate, manage, facilitate and coordinate the monthly Breakfast Club serving the student body. Direct all members of the SSC in the duties needed for the successful implementation of the Breakfast Club. Work with all departments on campus to recruit hosts for each month. Manage materials, advertisement, participant signup and all facets of each Breakfast Club events. (5%)

6) TOP Program Screening: Manage the screening process for TOP applicants to ensure they meet participation criteria as a tool for monitoring program compliance with applicable federal laws, rules, policies and procedures. Maintain student records including entry of student information into the appropriate database(s). (4%)

7) Reporting and Participation Review: This position is responsible for assisting the Director and each program Coordinator/Specialists in completing internal and external reporting requirements of all department programs; the position is also responsible for maintaining all program records and assisting with the compilation of reports; this position is responsible to assist the Director in the program participation and the organization of the SSC office functions to maximize program efficiency and campus involvement. (4%)

8) Other duties as assigned by the Director. (4%)

b. Marginal Duties

1. Participate in campus-wide training and workshops relevant to department, programs or assigned duties. (1%)

2. Serve on various committees such as search committees, retention, etc. (1%)

3. May travel in and out of town for training or professional development opportunities. (1%)

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

The incumbent must exercise a great deal of independent judgment and be adept at understanding and applying a variety of laws, rules, policies and procedures to specific situations. This position requires highly developed organizational skills, the ability to analyze and manage details, patience and professionalism. The office environment

requires high attention to detail and the ability to handle multiple tasks. Strong and effective written and verbal communication skills are essential as this work includes interacting with students, staff, faculty, recruiters, alumni and the community. A person in this position has knowledge of and access to sensitive information and is expected to maintain a high level of confidentiality and information security at all times. The incumbent must exercise strong interpersonal communication skills, diplomacy, and good judgment in responding to prospective students and their families, staff and faculty. The incumbent must function with a high degree of autonomy in managing his/her responsibilities and allocating use of time and resources to meet the goals of the organization.

This work will require regular hours. Specific activities may require some evening and weekend hours upon approval from the Director.

This position may require travel for conferences and activities/events at different locations.

SECTION 5. GUIDELINES

a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

In addition to the guidelines and policies implemented by the Director, this position requires awareness of and compliance with the general provisions of the ADA, Section 504 of the Rehabilitation Act, the Education Department General Administrative Regulations (EDGAR), the rules and regulations governing the implementation of federal Student Support Services grants, and the Federal Equal Employment Opportunity Guidelines.

Software manuals are used as reference for functional procedures for word processing, spreadsheets and databases. FIS manuals are used to prepare purchase orders, invoices, encumbrances, and journal vouchers. SIS manuals are used to access student records, retrieve information, and produce reports.
SSC Office Policy and Procedures Manuals are used as references and resource tools to complete daily tasks in this position.

The Association on Higher Education and Disability Code of Ethics, FERPA, Section 504 of the Rehabilitation Act and the ADA provide guidance on how confidential information and student interactions are handled.

b. How are these guidelines used to perform the job?

Guidelines are used to assure services provided by the SSC are delivered in a fair and equitable manner and that SSC services are consistent with OIT, state and federal regulations. The guidelines serve as references for performing office tasks. This position requires a high level of proficiency with Microsoft Office Suite and Blumen (TRiO software program). FIS and SIS are also used regularly to pay bills and access student information. Web for Faculty is used to check student schedules and see contact information and grades.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often
Vendors/outside agencies/community members	Phone, email, in person	Work with vendors on quotes and processing purchase orders, work with outside agencies and community members who may be providing or participating in any SSC activities and events. Provide excellent customer service to all that come in contact with the SSC through this position.	Weekly

Students	Phone, email, in person	Give and secure information, make referrals to campus and outside resources. Direct the work of SSC student office staff (to select, train, supervise, assign tasks, educate, terminate, etc.). Serve students during the Breakfast Club. Provide excellent customer service to all that come in contact with the SSC through this position.	Daily
Staff	Phone, email, in person	Giving and securing information, problem solving. Coordinate with campus services for events to reserve rooms, make arrangements with other facilities, arrange food services and order print materials. Complete PO, invoices, payroll, Journal Vouchers, Travel Requisitions, etc. for SSC Staff. Provide excellent customer service to all that come in contact with the SSC through this position.	Daily
Faculty	Phone, email, in person	Provide information regarding all SSC programs and services. Act as liaison for all areas within the SSC for the faculty and administration of the university. Provide excellent customer service to all that come in contact with the SSC through this position.	Weekly
Faculty	Email, Phone	Answer questions and give direction to those needing assistance with CSO and job postings. Also work with other team members to do data entry for those who can not enter their job postings themselves. Also work with faculty on any issue regarding the SSC.	Weekly

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

This position exercises a considerable amount of judgment in the development and implementation of SSC activities. The position also exercises a considerable amount of independent judgment in the implementation of procedures for the collection, storage and retrieval of data, the development of reports, and the management of projects and the SSC office. This position has a significant amount of influence and control on how and what direction the Breakfast Club will go. This position has a significant amount of input on many processes and procedures across many aspects of the SSC department.

This level of decision making has a significant impact on the quality of the programs delivered by the SSC and the accuracy of data available to the Director. The decisions affect constituent perceptions of SSC programs and services and the effectiveness of services for students, faculty, staff and collaborators. Their influence has a direct impact on the SSC Director in determining how to maintain and present grant accountability documentation.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

The Director of SSC reviews the work of the incumbent on an ongoing basis through the review of work performed, feedback from faculty and staff, students and community members.

The purpose of this review is to ensure that the duties are being performed according to the position description and students, faculty and staff are being well served. The SSC Director reviews the position once a year to determine

strengths, weaknesses, professional development goals, and to improve overall effectiveness of work being completed and of the effectiveness of this position in relation of all areas of the SSC.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position:

This position requires both innovation and collaboration as it interacts with many different distinct programs: Disability Services, TOP, Career Services, Testing Services, Peer Consulting Services, Breakfast Club and many other departments and programs. It is essential the person in this position has a high degree of proficiency in the use of Blumen (TRiO software program), Access and Excel, Word and Office for data management. As this position will be providing administrative support to many very busy programs, the person filling this position must be able to prioritize activities, effectively manage multiple tasks simultaneously, have great organizational skills, have strong interpersonal communication skills, exercise impeccable diplomacy, exercise good judgment and possess exceptional customer service skills.