



## Classified Employee Position Description

### SECTION 1. POSITION INFORMATION

<b>a. Class No./Title:</b> 0104 - Office Specialist 2	<b>b. Competency Level:</b>
<b>c. Effective Date</b> 10/31/2012	<b>d. Position No:</b> H99978
<b>e. Working Title:</b> SSC Office manager	<b>f. Work Unit:</b> Student Success Center
<b>g. Agency No.:</b> 58018	<b>h. Agency Name:</b> Oregon Institute of Technology
<b>i. Employee:</b>	<b>Supervisor:</b> Dan Ziriaux
<b>j. Work Location:</b> Klamath Falls, Klamath	
<b>k. Position :</b> Full Time Permanent Irregular Hours	
<b>l. FLSA:</b> Non-Exempt	<b>Eligible for Overtime:</b> 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 four departments: Tech Opportunities Program (TOP), Disability Services (DS), Career Services (CS) and the Center for Learning and Teaching (CFLAT). This position will also collaborate frequently with Admissions and other departments across campus and the Wilsonville Campus to provide services to students, staff and faculty participants.

TOP is a Federal Support Services (TRIO) grant at OIT. The mission of TOP is to provide academic and other support services to students with academic needs who are low income students, first generation college students, or 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.

CFLAT supports student through tutoring, assessment and testing for OIT 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. OIT students are assisted through drop-in and individual tutoring sessions throughout the year.

This position will be directly supporting all areas mentioned above along with 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:**

This position is responsible for establishing and maintaining procedures to carry out the following program goals:

- 1) This position serves as the administrative assistant to the Director and all corresponding areas. Handling all purchase orders, travel requisitions, maintaining office supplies, finance and budget entry and payroll.
- 2) Participant Review: this position is responsible for assisting the Director and each program in completing internal and external reporting requirements and program evaluation of all department programs, some of which are grant funded and have additional reporting requirements; this position is also responsible for the organization of the SSC office functions to maximize program efficiency and service provision.
- 3) Program Promotion: this position assists the Director with the research of grant opportunities and development of grant proposals related to SSC programs (DS, CS, TOP and CFLAT). The position is also responsible for maintaining program records and assisting with the compilation of reports. The position answers correspondence and represents the SSC during various events on and off campus. The position assists with budget development and monitoring.
- 4) This position provides support to SSC projects, activities and events such as workshops, Breakfast Club, ROAD, and Summer Bridge. The position will act as a central contact point providing a high level of customer service for all requests for information related to the aforementioned programs, including electronic contacts by serving as the Web Content Manager for TOP, DS, CS and CFLAT. This position provides budgetary functions by maintaining budgetary records for all four programs and related administrative support.

## **SECTION 3. DUTIES**

### **a. Major Duties**

1. Assists the Director with the daily functions and duties required to properly maintain the office of the SSC. This will include, but not be limited to, budget summarization and planning, and other administrative duties, assist the Director in the development of long and short range operational and program goals. (15%)
2. Directly supervise SSC student staff and assure a high level of customer service. Manage equipment check-out and note-takers for Disability Services; assure updates and maintenance of SSC social networking sites are done correctly. Maintain departmental personnel files for student employees. (15%)
3. Maintain DS/CS/TOP/and other 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. Integrate data from WEB for Faculty into the Blumen database to create reports. (15%)
4. Participant identification, recruitment, selection and tracking: gather and integrate data from various departments (Admissions, ACP/HST, CFLAT, Housing, Registrar, K-12 schools, etc.) to identify potential TOP program participants; establish procedures and processes for making and documenting contact with potential participants; screen applicants to ensure they meet participation criteria as a tool for monitoring program compliance with applicable laws, rules, policies and procedures. Maintain student records including entry of student information into the appropriate database(s). (10%)
5. Assist in the production of internal and external reports for TOP/DS/CS and CLFAT. Analyze demographics,

participation, assessment, participant satisfaction and other information to identify project trends, make recommendations for program improvements to the Director and TOP Program Coordinator. (10%)

6. Process POs, invoices, encumbrances and journal vouchers using FIS: gather information, 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. (20%)

7. Assist with research of grant opportunities and development of grant proposals related to SSC programs (DS, CS, TOP and Youth Programs). (5%)

#### **b. Marginal Duties**

1. Ensure all office equipment is functioning properly. Report malfunctioning equipment to the appropriate department and the supervisor. (3%)

2. Ensure all physical surroundings are functioning properly (lights work, obstacles are reported and addressed). (2%)

3. Coordinate supplies and order additional supplies for the SSC office and SSC programs. (5%)

### **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 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. Effective written and verbal communication skills are essential as this work includes interacting with students, staff, faculty, recruiters 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.

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 Wilsonville.

### **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.

TOP/DS/CS/CFLAT Office Policy and Procedures Manuals are used as references and resource tools to complete daily tasks in this position.

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, including Access, and Blumen. 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?**

<b>Who Contacted</b>	<b>How</b>	<b>Purpose</b>	<b>How Often</b>
Vendors/outside agencies/comm unity 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 CFLAT/DS/CS/TOP activities and events.	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, discipline, educate, terminate, etc.).	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.	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.	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 considerable judgment in the development and implementation of SSC activities. The position also exercises 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 central SSC office.

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 youth program participants and collaborators. Assist the SSC Director in determining how to maintain and present grant accountability documentation. Make and properly communicate FIS decisions pertaining to payment of invoices; ensuring payment is made in a timely manner.

## **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 grant records, feedback from faculty and staff, students and youth participants and community members.

The purpose of this review is to ensure that grant funded activities are accountable for all grant dollars and students 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 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 four distinct programs: Disability Services, TOP, Career Services and CFLAT. It is essential the person in this position has a high degree of proficiency in the use of Blumen, Access and Excel for data management. As this position will be providing administrative support to four busy programs, the person filling this position must be able to prioritize activities, effectively manage multiple tasks simultaneously and possess exceptional customer service skills.