Oregon TECH

Classified Employee Position Description

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0817 - Program Representative 2	**b. Competency Level:**
c. Effective Date 5/23/2014	**d. Position No:** H99817
e. Working Title: Seattle Program Assistant	**f. Work Unit:** Boeing
g. Agency No.: 58018	**h. Agency Name:** Oregon Institute of Technology
i. Employee:	**Supervisor:** Brian Moravec
j. Work Location: Boeing location of Oregon Tech	
k. Position : Full Time Permanent Regular 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 Program Assistant maintains and coordinates the daily operations of the Oregon Tech-Seattle Program Office which functions as a complete satellite campus providing students with educational opportunities on the Boeing Campus in the Seattle area. It is imperative that the Program Assistant take a responsible role with regard to customer service relationships, resolution of daily issues with regard to students, faculty, staff, Oregon Tech Staff, prospective students, representatives of The Boeing Company and various colleges and universities to support the ongoing vision of the program.

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 primarily maintain the schedule for classes and to assist in providing students with admissions, registration, business, and advising assistance for the Oregon Tech Seattle Program office. This position also serves as a communication link between faculty, staff and students associated with the Seattle Program as well as the Klamath Falls campus of Oregon Tech.

SECTION 3. DUTIES

a. Major Duties

25% - Registration and Student Scheduling

Establish, maintain, and distribute Class Status Report to students and faculty; schedule Boeing classrooms and set up contracts for classes requiring laboratories outside of OIT Everett Laboratory; confirm accuracy of all Oregon Tech - Seattle Program registrations once they have been entered into the Banner system; make schedule projections

between terms. Compile total students, credits and tuition received from Oregon Tech-Seattle students each term for the Program Director.

Students: Review and evaluate students' class needs based upon the Advising, Evaluation and Graduation Audit form (AE&GA) and the software program DegreeWorks, advise students of class status and answer questions regarding class additions or withdrawals; maintain and monitor class registrations. Track transcript requests. Explain policies and procedures to students and future students. Proctor exams for students and SME certification testing. Process and update Oregon Tech-Seattle Program Student Data Files.

Faculty: Develop and maintain list of adjunct faculty with availability of days, times and locations; coordinate with instructors on textbook changes each term, class rosters, addition and withdrawal of students, and submission of grades. Coordinate with faculty on behalf of students with course difficulties.
Collect and proof all new employee paperwork for completeness for adjunct faculty hires and submit to HR in Klamath Falls.

20% - Transcript Evaluation, Graduation Petitions
Follow the process for transcript evaluation and graduation petitions in accordance with the Klamath Falls campus policy. Some tasks included are: preparing transcript evaluation for students, generating AE&GA forms, ensuring DegreeWorks data is up-to-date for students, and entering/maintaining student course date in overall program matrix.

20% - Program Management
Participate in discussions with Director, Seattle Program Assistant, Boeing personnel and faculty on decisions and policy recommendations and overall management of the strategic planning of the program. This includes evaluating program data, developing recommendations concerning classes, recruiting adjunct instructors and programs offered by Oregon Tech - Seattle Program. Work together with the other Seattle Program Assistant to ensure instructors have been contracted for classes.

5% - Grade Submission
Confirm instructors have electronically entered all grades each term. Enter grades into each student's AE&GA form and track academic progress.

5% - Graduation
Following graduation procedures and guidelines from the Klamath Falls campus complete the tasks necessary to ensure details regarding the graduation process and ceremony are covered, to include but limited to; arranging rental facilities and catering for graduation.

10% - Outreach
Research and respond to queries, make appropriate recommendations to Program Director regarding resolving issues concerning tuition billing, classrooms, planning, and agreements while fostering Oregon Tech's corporate partnerships with these agencies.

b. Marginal Duties

5% - Coordinate through the Program Director to facilitate the promotion of the program throughout the Boeing Onsite Program to include educational fairs, assists/attends advisory board meetings and Oregon Tech/Boeing staff meetings; arranges rental facilities for classes, meetings, graduation and other gatherings.

5% - Serve as the backup to assist the other Seattle Program Assistant.
Backup with business and finance functions such as processing travel authorizations and reimbursement requests, processing invoices and credit memos for payment which requires data entry in BANNER FIS, and ready for approval by the Director. Backup the Procurement Card process, which requires approval from the Klamath Falls Campus, and respond to and try to resolve questions from Vendors, Business Office staff members and the Learning Together Program.

Backup with the Oregon Tech-Seattle Program Lab with ordering equipment and supplies, keeping track of hourly time sheets and submitting them monthly, and assisting the lab manager as needed.

5% - Other duties as assigned.

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.

Requires long periods of sitting and long periods of computer terminal use. Requires working in an atmosphere of constant interruptions and personal contact. This position requires excellent prioritization skills and requires someone who can organize the workload so all tasks are completed in a timely manner. This position requires personal initiative and motivation. A general knowledge of agency operations as well as working policies and procedures used in the office is required.

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.

Comply with FERPA, track compliance with ABET and aid in acquiring periodic ABET evaluation materials from instructors, ensure course substitutions and pre-requisites are acceptable, prepare course substitutions as required, follow Oregon Tech practices and procedures, ensure compliance with catalog curriculum, follow OUS regulations and comply with Boeing Company and Washington higher education directives.

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

Work guideline standards are essential to maintaining educational integrity of ABET and other program accreditation guidelines.

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
Oregon Tech Staff and Faculty	In person, by phone or email	Give and receive information needed to resolve student, faculty and program issues and support the educational needs and efforts of Oregon Tech-Seattle students. Departments regularly contacted include: Registrar's Office, Admissions Office, Bookstore, Provost's Office, Business Office, Academic Agreements Office, and the MMET Department.	Daily/Weekly
Oregon Tech Seattle Program Students	In person, by phone or email	Provide customer service support via phone, email and in person regarding student needs. Provide help in resolving issues related to admission, registration, grading, transcript evaluation, graduation requirements and library services.	Daily / As Needed
Oregon Tech-Seattle Program Faculty	In person, by phone or email	Providing customer service support via phone, email and in person regarding faculty needs and resolve issues concerning students, textbooks, classrooms and supplies. Interact between faculty and departments in Klamath Falls.	Daily / As Needed

General Public	In person, by phone or email	Answering questions regarding the program requirements, deadlines, pre-requisites, admission processes, etc.	Daily / As Needed
Boeing Representatives, Community College Representatives, Community Representatives	in person, telephone, email	Research and respond to queries, make appropriate recommendations to Program Director regarding resolving issues concerning tuition billing, classrooms, planning, and agreements while fostering Oregon Tech's corporate partnerships with these agencies.	As Needed

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.

Prioritizing work assignments and consulting with supervisor and Oregon Tech administrative offices for assistance, when necessary, in order to meet required deadlines.

High level of authority with regard to resolving issues with students, faculty, various Boeing and Community College representatives, new student recruitment activities, event planning and/or alumni events and general program management.

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?

Quality and quantity of work is reviewed by John Bridge, Program Director, position number H99567, to ensure that completed work meets the standards and expectations. Work is reviewed daily during the initial period of employment and annually thereafter. Consultation with Director, Department Chair, Dean and others as necessary.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

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

The person in this position must possess the ability to prioritize work so it is completed in a timely manner and must enjoy working in a busy office environment. Initiative and a positive customer service philosophy are required attributes.