Position Announcement

PROGRAM ASSISTANT
(Continuing Education & Training Services)

OPENS: September 14, 2011        CLOSES: September 23, 2011 at 5:00 p.m.

MONTHLY SALARY RANGE: $2212.00 - $2855.00, depending on experience.


SCHEDULE: 40 hours per week

DESCRIPTION:
Continuing Education & Training Services is committed to enriching the community through personal and professional lifelong learning opportunities.

Under general direction, the Program Assistant will compile and distribute information relative to the Continuing Education Department including assisting with coordination of events and projects, grant tracking and front line customer service for Continuing Education clients. The Program Assistant will exercise independent judgment in interpreting and applying rules and regulations as they relate to laws governing Highline Community College and the services it provides. Participate in department, division, and college activities. The Program Assistant will report directly to the Continuing Education Program Manager.

DUTIES:

PROGRAM SUPPORT
- Interact with program managers and director to perform work specific to the individual programs;
- Build non-credit and credit classes in SMS;
- Represent HCC Continuing Education at funding agencies, community events, and meetings;
- Communicate with contract training clients and instructors to coordinate needs based on the contract and a checklist from the program manager; and
- Coordinate project details for Continuing Education sponsored events such as Senior College and off-campus classes.

FRONT LINE CUSTOMER SERVICE/STAFF ASSISTANT
- Assist students with navigating fund sources/agencies’ requirements;
- Promote HCC Continuing Education to campus community as an avenue to explore new programs;
- Maintain and update databases;
- Compose written communications and establish and maintain records relating to program operations;
- Compile and distribute information relevant to program activities;
- Contribute to class scheduling and room assignments;
- Answer phones;
- Resolve problems relating to departmental procedures and services;
- Enroll students using SMS;
- Coordinate arrangements for program activities such as meetings, conferences, and banquets;
- Create and evaluate forms for internal use;
- Establish and maintain records and files, record statistical information, both manually and electronically;
- Prepare reports regarding program operations;
• Perform complex word processing tasks such as merging and sorting, using graphics and desk top publishing software programs, manipulating spreadsheet and database files, and use email/scheduling software;
• Order, receive, and maintain books and supplies inventory;
• Establish and maintain electronic and manual file systems;
• Delegate duties to hourly staff as needed;
• Other duties as assigned to support students, staff and program operations including billing, preparing marketing materials and assistance to students with registration and financial aid.

**GRANT TRACKING**
• Track grant progress and prepare reports as needed;
• Provide invoicing support; and
• Process checks prior to sending to Accounts Receivable.

**MINIMUM QUALIFICATIONS AND COMPETENCIES:**
• High School graduation and (2) two years of increasingly responsible clerical, customer service or related public contact experience or equivalent education/experience;
• Excellent written and spoken communication skills;
• Experience with direct customer service;
• Proficiency in office software tools: word processing, electronic calendar, and email such as Outlook, spreadsheet and database such as Excel and Access, and presentation software such as PowerPoint;
• General understanding of college self-support programs;
• Experience using SMS system;
• Detail oriented with exceptional organizational skills;
• Experience working with diverse populations;
• Able to physically deliver materials campus wide; and
• Willing to work evenings and weekends.

**DESIRED QUALIFICATIONS:**
• Experience updating websites and other forms of online marketing

**CONDITION OF EMPLOYMENT:**
• Must be willing and able to successfully pass a National Criminal Background Check
APPLICATION PROCEDURES

Application materials may be downloaded on our website at http://humanresources.highline.edu/job/job_listings.php. If you have any difficulty downloading the application materials please call our HR main line at 206-878-3710 ext. 3812.

To apply you must:

☐ Submit

- Highline Community College application form (make copy and keep for your records);
- A letter of application that addresses your qualifications as they relate to the skills, abilities and qualifications set forth in this announcement;
- One page response to the following: *How does your previous education or professional experience contribute to your effectiveness in promoting a climate of multicultural understanding and appreciation at Highline Community College?*
- Current Resume.

All materials must be received in Human Resources no later than **5:00 p.m. on September 23, 2011**.

Completed materials may be e-mailed to jobs@highline.edu or faxed to (206) 870-3773, or returned by mail or in person to the address below. If you decide to fax your materials to us, please also submit original documents by mail.

**By mail:**

Highline Community College  
Human Resources, MS 99-200  
P.O. Box 98000  
Des Moines, WA  98198-9800

**In person:**

Highline Community College  
Human Resources, Building 99  
23835 Pacific Highway S.  
Kent, WA  98198

Written application materials are evaluated, and will be rated on specific job elements according to criteria that evaluate skills and abilities.

To learn more about Highline Community College, its mission, culture and classes, visit www.highline.edu.

**NOTE:** This is an agency shop bargaining unit position. As a condition of employment you must within thirty days after appointment, (1) become a member of Washington Public Employee's Association, OR (2) pay a representation fee, OR (3) pay a non-association fee. Nonpayment of such a fee is grounds for dismissal. Any dispute between the employee and the WPEA as to the amount of the representation fee can be resolved only under procedures provided by the WPEA, and not the employer.

HIGHLINE COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER AND EDUCATOR AND OPERATES UNDER AN AFFIRMATIVE ACTION PLAN. THE COLLEGE STRONGLY ENCOURAGES QUALIFIED MEN AND WOMEN OF ALL RACES, RELIGIONS, AND ANCESTRY; DISABLED AND VIETNAM ERA VETERANS; AND PERSONS OF DISABILITY TO APPLY. APPLICANTS WITH DISABILITIES WHO REQUIRE ASSISTANCE WITH THE RECRUITMENT PROCESS WILL BE ACCOMMODATED TO THE EXTENT REASONABLY POSSIBLE. TO REQUEST ACCOMMODATIONS CALL (206) 878-3710 EXTENSION 3220 OR TTD FOR THE DEAF AND HARD OF HEARING AT (206) 870-4853. If hired, you will be required to provide proof that you are either 1) a U.S. citizen, or 2) an immigrant whose status permits you to lawfully work in this country. All materials submitted become the property of Highline Community College and cannot be returned. Personal copies need to be made prior to submitting application materials to the Human Resources Department. Copying services are not provided by the Human Resource Office. Any corrections, modifications, or changes relating to this position announcement will be posted in the Human Resources Office, Building 9, Highline Community College.