

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PROJECT TECHNICIAN

SUMMARY DESCRIPTION

Under direction of assigned supervisor of record, performs a full range of technical, program support, administrative, secretarial, and clerical assistance in support of assigned program area; provide technical support and program assistance to assigned administrator, faculty, and staff; serve as a liaison between the program administrator and faculty, the general public, students, staff, and other campus and community officials; and plan, coordinate, and implement assigned operations and activities of the assigned office.

DISTINGUISHING CHARACTERISTICS

The Project Technician is the journey-level technical classification with incumbents assigned to a grant funded or limited term position. Incumbents perform the full range of technical and program support, administrative support, and complex secretarial and clerical duties independently for an assigned program area requiring a broad knowledge of the assigned program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise, and must be fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in the administration of the office to which assigned; assist assigned supervisor and consultants in meeting reporting requirements, functional responsibilities, and research objectives; provide a full range of technical and program support as well as responsible and complex secretarial and administrative support, relieving the administrator of a wide variety of routine technical and program related duties as well as responsible clerical and administrative detail; assist in organizing functions and activities promoted by the District, college, or program area; serve as a liaison between the assigned supervisor and staff, the general public, and other District personnel; represent assigned program area at meetings and special events. **E**
2. Plan and organize assigned program functions as well as administrative office support functions; coordinate, oversee, and evaluate the flow of office work and assure that work is performed in a timely and accurate manner; review, update, and inform the supervisor and others of essential timelines; discuss and review calendar of events on a regular basis with assigned administrator to assure timely coordination of office activities and status of assigned program functions and projects; develop schedules related to assigned program activities and services. **E**
3. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other staff members and programs; make travel arrangements for assigned staff; process conference reimbursement, in-service leave forms, travel advances, travel claim forms, conference registration reimbursement, travel applications, and other requests. **E**
4. As assigned, schedule and arrange faculty, student, and/or client orientations related to assigned programs. **E**
5. As assigned, monitor the scheduling, staffing, and cancellation of classes in assigned programs in conjunction with Schools; coordinate registration activities for students in assigned programs; provide admissions and enrollment services to students. **E**

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6. As assigned, conduct initial client assessment interviews; refer clients to appropriate provider or schedule counseling services. *E*
7. As assigned, coordinate counselors hours and counseling locations; schedule counselor training. *E*
8. As assigned, assist in curriculum development logistics; create and update publications; create program forms and procedures as needed. *E*
9. As assigned, maintain website with events, publications, graphics, and electronic marketing campaigns; write and edit copy for assigned area including profiles of clients, marketing pieces about assigned program, and services provided. *E*
10. As assigned, prepare advertising content for assigned program; prepare announcements and newspaper advertisements; distribute and submit announcements to appropriate locations, personnel, or agency according to established procedures after obtaining approvals. *E*
11. As assigned; provide publicity for assigned program by producing press releases; prepare and distribute flyers; develop program newsletter. *E*
12. As assigned, assist with budget/bookkeeping functions for assigned special project grants; set up and monitor accounts and activities; assure budgetary and grants activity time lines are met; draft, prepare, and distribute correspondence related to assigned grant; compile, package, and mail grant applications and project reports within required time lines. *E*
13. Participate in the orientation and training of new employees as assigned; assign, schedule, train, and provide work direction to lower-level office staff and student workers as assigned; prioritize work assignments; review and validate completed work for accuracy; determine the necessity for and assign substitute personnel as needed; prepare time sheets for assigned staff and faculty. *E*
14. Collect, research, compile, analyze, verify, summarize, record, and evaluate information; prepare and distribute narrative, statistical, and financial data, recommendations, and alternatives as requested; complete reports; verify and review forms and reports for completeness and conformance with established regulations and procedures. *E*
15. Coordinate and oversee specialized functions or projects independently as assigned including special event planning and implementation; assure that work is performed in a timely and accurate manner; use independent judgment to develop and provide recommendations, suggestions, or information as appropriate. *E*
16. Answer telephones and respond to questions and requests for information from administrative, management, academic, and/or classified staff, students, and the general public; communicate information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary. *E*
17. Serve as liaison between assigned supervisor and administrative staff, academic and classified staff, students, representatives of community agencies, and the general public by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining District, College, Department, or program area policies and procedures, or referring callers to the supervisor or others as necessary. *E*
18. As assigned, provide technical assistance to clients in person, on the telephone, and/or on-line regarding assigned program area; instruct clients in procedures for completion of forms and

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- applications; explain application requirements and restrictions; review completed forms for accuracy and completeness; process various applications and forms. *E*
19. Assist supervisor in the preparation and administration of program budget(s); assist in preparing cost estimates for budget recommendations; assist in submitting justifications for budget items; allocate funds to proper budget codes; monitor and track expenditures in a timely manner; provide regular budget reports to administrator for control of expenditures; assist in resolving budget issues and problems; interact with others regarding deposits; process budget/expense transfers; recommend budget revisions. *E*
 20. Recommend expenditures for office equipment, materials, and supplies and assure their timely ordering, receipt, and storage; assure proper functioning of office equipment; post, monitor, and track invoices and other expenditures. *E*
 21. Provide staff support to standing and ad hoc committees and other groups as assigned; plan meetings and secure speakers; attend meetings and take notes or record proceedings; prepare and distribute agendas, background materials, and minutes as appropriate. *E*
 22. Compose correspondence independently; prepare preliminary responses to letters, general correspondence, and personal inquiries of a sensitive nature. *E*
 23. Format, type, proofread, edit, duplicate, and distribute correspondence, notices, lists, forms, memoranda, and other materials according to established procedures, policies, and standards. *E*
 24. Establish and maintain a variety of complex, interrelated filing systems including confidential files; establish and maintain files for information, records, and reports including those related to budget and cost records; maintain manuals and updated resource materials. *E*
 25. Receive mail and identify and refer matters to the supervisor in order of priority. *E*
 26. Utilize various computer applications and software packages; maintain and generate reports from a database or network system. *E*
 27. Interact with District administrators, divisions, departments, faculty, staff, and students in all matters related to the area of assignment; interpret and apply policies and procedures and process sensitive complaints and requests for information. *E*
 28. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of the assigned program area.

Goals and objectives of the assigned program.

Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.

Work organization and office management principles and practices.

Screening and interviewing techniques may be required for some assignments.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Processes, procedures, and practices of budget preparation and administration.

Principles, practices, and procedures of business letter writing.

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Principles and procedures used in complex, inter-related record keeping.
Principles and practices used to establish and maintain files and information retrieval systems.
Principles, practices, and procedures of complex fiscal, statistical, and administrative research and report preparation.
Statistical procedures and mathematical concepts.
Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
Interpersonal skills using tact, patience, and courtesy.
Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
English usage, grammar, spelling, punctuation, and vocabulary.
Editing, proofreading, and copywriting principles and practices may be required for some assignments.
Oral and written communication skills.
District organization, operations, policies, and objectives.

Ability to:

Understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
Perform responsible program and technical support as well as difficult administrative and secretarial duties involving the use of independent judgment and personal initiative.
Oversee and participate in the management of the administrative functions and operations of the assigned office.
Establish, review, and revise office work priorities.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Use sound judgment in recognizing scope of authority.
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
Provide specialized information and assistance to students, staff, and the general public.
Screen, interview, and assess needs of students and clients may be required for some assignments.
Assist with grant writing and the preparation of outside funding reports may be required for some assignments.
Participate in the development of survey instruments, conduct surveys, and record and interpret survey results may be required for some assignments.
Research, compile, analyze, and interpret diverse data.
Prepare a variety of clear and concise administrative and financial reports.
Independently compose and prepare correspondence and memoranda.
Maintain complex and varied files and records.
Implement and maintain filing systems.
Select, train, evaluate and provide work direction to student workers.
Plan, organize, coordinate, prioritize, perform, and delegate work.
Train, lead, and provide work direction and guidance to Division staff and student workers.
Make simple arithmetic calculations.
Type or enter data at a speed necessary for successful job performance.
Participate in the preparation and administration of assigned budgets.
Use correct English usage, grammar, spelling, punctuation, and vocabulary.

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Plan and organize work to meet schedules and changing deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work confidentially with discretion.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work independently and effectively in the absence of supervision.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in public administration, business administration, office automation, or a related field; and three years of increasingly responsible program, technical, and clerical support experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.