Florida Agricultural and Mechanical University
UNIVERSITY SUPPORT PERSONNEL SYSTEM
POSITION DESCRIPTION

1. Division: Student Affairs

2. Transaction Type: [ X ] Update

3. Position Number: 17677

4. School/College/Department: New Student Orientation

5. Department Number: 040800000

6. Effective Date: (Personnel Use Only)

7. Section: [  ]

8. FTE: 1

9. Budget Entity: [  ]

10. Pay Plan: [  ]


Class Title: Program Assistant


15. Class Code: 4206

Class Title: Program Assistant

16. STATEMENT OF FUNCTION. Describe in detail the specific duties and responsibilities assigned this position. Attach additional sheets, if necessary, to properly describe the position.

16A. Essential Functions of the Job
This position serves under the working title of Program Assistant for New Student Orientation Programs. Reports to the Director of New Student Orientation Programs. The responsibilities will include, but not be limited to: Assisting with program development, coordination of consultation and referrals, program documentation, and student record/participant maintenance. Emphasis will also be placed on contacting and responding to student participants, parents, and other stakeholders requesting services from the Office of New Student Orientation. More specifically, emphasis will be placed on the following:

• 35% Responsible for training and supervising student volunteers who will conduct campus tours and assist with the production of Orientation materials. This includes
  - Advertising for screening Volunteers
  - Conducting training tours and evaluation tours for volunteers
  - Daily monitoring of students’ time sheets
  - Ensures adequate volunteer coverage for daily tours
  - Updating University information pertaining to each of the colleges and schools on campus (i.e., entrance requirements, new programs, degrees offered and programs, enrollment and program accolades) to be used to train volunteers.

• 25% Responsible for scheduling of campus visitations for groups, families and alumni. This includes setting up information sessions for visiting groups and families and securing information from the academic areas to be used by the tour guides.

• 20% Routinely assists new and prospective students in person, by phone and via email with information on the university regarding, the registration process, health services and academic advisors; etc.

• 10% Responsible for the collection of information from various areas to be included in the Orientation Packet.

• 5% Serves as the primary driver of the orientation vehicles and recommends scheduled maintenance.

• 5% Performs other duties as assigned by the Director.

16B. Marginal Functions of the Job
The Program Assistant will serve on committees, task forces, and work groups that pertain to the essential functions of New Student Orientation programs involving the university-wide community, and/or other committees as directed by the Director.

16C. Program Direction and Development
Orientation Program Support:
• Assists with daily management and logistical support of the program (i.e., Registration, Program Set-Up, etc.)
• Assists in the facilitation of Summer Orientation Staff Development and Social Activities
• Responds to inquiries from students, family members, faculty, and staff for assistance and/or program information
• Assists in the development and/or recommendations to support departmental publications and website updates
• Assists in other administrative duties as assigned by the Director.

16D. Level of Public Contact (statement of internal and external business contact, including frequency and scope) – Will have sustained contact with Students, Parents, Visitors, Administrators, and/or University Departments and Colleges.

17. POLICY MAKING INTERPRETATION: What statute establishes or defines the work performed?

In consultation with both the Director and Coordinator for New Student Orientation, he/she will recommend new and/or revised policies & practices that will enhance overall efficiency and effectiveness for New Student Orientation Programs in delivering services on campus.

18. SUPERVISOR’S POSITION: Number: 18963 Class Code: 9421 Class Title: Director, New Student Orientation
19. **SUBORDINATE UNITS:** (State organizational units under your direct supervision. Include class titles and position numbers of positions directly supervised.

   OPS and Student Workers as assigned

19A. **Type and extent of instructions or directions normally given to the incumbent of this position by the immediate supervisor.**

   As part of collaborative team efforts charged with the responsibility for efficient and effective Orientation best practices, meets regularly with the Director to communicate program needs, concerns, and/or to obtain assistance in accomplishing the assigned responsibilities.

20. **MONETARY RESPONSIBILITY:** Current budget for which this position is accountable. Include statement of responsibility for funds, amount and consequence of error.

   Monitor and comply with all fiscal expenditures and guidelines in accordance with university and state policies and procedures.

21. **STATEMENT OF RESPONSIBILITY FOR CONFIDENTIAL DATA** (The disclosure of which would be prejudicial to the successful operation of the University.)

   Will have access to confidential data subject to numerous institutional, state, and federal statue, rule, and policy and will exercise appropriate caution in their personnel action. In addition, will provide guidance and leadership to the assigned unit to enculture a similar cautious attitude. Must be in compliance with Federal Educational Rights & Privacy Act (FERPA) laws.

22. **KNOWLEDGE/SKILLS/ABILITIES:**

   Ability to think creatively and develop innovative ways to provide programs and activities that meet student needs. Ability to use Personal Computers and proficiency in Microsoft Office and Database Management. Ability to organize and manage multiple, projects simultaneously. Demonstrate strong written and verbal communication skills. Excellent time-management and organizational skills. Ability to communicate effectively and work with a diverse student body, and with university personnel. Ability to self-supervise and demonstrate initiative. Ability to work in a fast-paced, high energy environment, as well as work flexible hours.

22A. **Education/Training/Experience** - In order of importance, state any specific education, training and experience and knowledge, skills and abilities required for this position. Note that these requirements must be related to the essential functions and at least equal to the minimum qualifications stated on the official class specification.

   **Specialized Minimum Qualifications:** A high school diploma and seven years of administrative support or related experience. Appropriate college course work or vocational/technical training may substitute as an equivalent rate for the experience.

   **Preferred Qualifications:** Experience in higher education environment in Student Affairs to include, but not limited to: Orientation Programs, Campus Activities, Housing, or related area. A Bachelor’s Degree from an accredited institution and four years of experience in orientation programs, campus activities, housing, or a related area.

   **Working Hours:** a) Daily from 8 to 5 b) Total hours per week 40 c) Explain any variations in workweek, split shifts, on-call status or rotations.

   May be required to attend events related to Student Affairs on evening and/or weekends.

23. **REQUIRED LICENSES/CERTIFICATIONS/OTHER SPECIFIC REQUIREMENTS OF LAW:**

   Please review statements below check all that apply.

   __This position requires a background check and/or fingerprinting. Florida Statutes.

   __This position requires a childcare provider security check as required under Sections 402.305 and 402.3055, Florida Statutes.

   __This position is responsible for meeting the requirements of Section 215.422, Florida Statutes, as amended regarding the approval and/or processing of vendors’ invoices and/or distribution of warrants to vendors.

   __This position requires licensure, certification or other special requirements described below.