

# PACIFIC NORTHWEST COLLEGE OF ART

## POSITION DESCRIPTION

**DEPARTMENT:** Community Education

**POSITION:** Program Assistant (smARTworks/designLabs)

**REPORTS TO:** CE Youth Program Manager

**WORK SCHEDULE:** Up to 30 hours/wk scheduled Monday-Friday between 8:30a and 4:30p

**PAY RATE:** \$13.00 per hour

**POSITION DATES:** June 17, 2019 – July 26, 2019 Positions open until filled.

**HOW TO APPLY:** Email [hr@pnca.edu](mailto:hr@pnca.edu) the following:

- Cover letter including why you're interested in the position and how you qualify.
- Resume/CV
- 3 professional references

Please include "CE Program Assistant" in the subject line.

## PRIMARY PURPOSE

The Program Assistant is the primary provider of customer service to the general public, program participants and instructors. The Program Assistant maintains the communication and promotion activities. This is a temporary position with specific duties and deliverables outlined below.

## DESCRIPTION OF DUTIES & RESPONSIBILITIES

### Primary Job Functions

- Respond to program inquiries such as walk-ins, phone and email
- Coordinate student check-in and document collection for summer programs
- Coordinate distribution of student information to instructional staff
- Provide support to CE instructional staff in preparation of and during instructional activities
- Support planning of and maintain program electronic publications and social media messaging; create weekly social media summaries
- Coordinate messaging to engage program participants and, in the case of youth students, their families
- Complete and proof data for program activities in print and electronic publications
- Assist in general program marketing and events
- Distribute and process course and program evaluation forms and surveys
- Participate in clerical and reporting tasks including program evaluation distribution and collection
- Assist with materials procurement, inventory and storage
- Coordinate clean-up following summer program completion
- Serve as a role model when interacting with PNCA clients and stakeholders.

## REQUIRED QUALIFICATIONS

- Excellent communication skills and customer service aptitude
- Superior skills and productivity in writing, especially for email and digital media
- Experience with MS Office, social media platforms, databases and online document sharing and collaboration, for publication development and for customer relationship management
- Ability to plan and organize work processes effectively and work with limited supervision
- Strong analytical skills for coordinating and improving program operations
- Capacity to remain focused and productive while responding to frequent and varied information and service requests from customers and program/college staff
- Flexibility and responsiveness to changing demands in fast-paced, service-minded office environment
- Must be able to pass background check.

PNCA recognizes that diverse classrooms and workplaces offer the richest learning opportunities. The College is dedicated to the goal of building a culturally diverse and pluralistic faculty and staff committed to teaching and working in a multicultural environment. PNCA is therefore committed to a policy of equality in our admission and employment practices. All students and employees will be treated fairly at all times and without regard to race, color, creed, religion, sex, age, national origin, citizenship, veteran or marital status, source of income, sexual orientation, gender identity and expression, or the presence of any sensory, physical, psychological or learning disability, and all other bases prohibited by local, state, or federal law. PNCA welcomes applications from candidates that expand the college's diversity and strongly encourages applications from women, minorities, individuals with disabilities and covered veterans.