JOE DESCRIPTION –

DEPARTMENT: Community Education
POSITION: Program Assistant (smARTworks/designLabs)
REPORTS TO: Manager of CE Youth, Melanie Stevens
WORK SCHEDULE: up to 30 hours/wk, as arranged daytime M-F, 8:30-4:30pm
PAY RATE: $13.00 per hour
HOW TO APPLY: Email ce@pnca.edu a short statement of interest and about
your qualification for the position including a link/attachment of your cv and with
“Program Assistant” as the subject line of the email.

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 or 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:

- 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 complete all required new hire paperwork with HR.
- Must be able to pass background check.