

WASHINGTON STATE UNIVERSITY**Sample Job Duties****Position Title**

Employee Type	CS-Civil Service
Title	Program Assistant/107M
Pay Range	32
Function/General Scope	Perform specialized technical/clerical duties in support of a program activity. Under general supervision, perform work requiring knowledge and experience specific to the program. Provide students, staff, program participants and/or the public with information and interpretation of policies and activities related to the program specialty. Compose written communications, and establish and maintain records relating to program operations.

Position Details

Position Summary	The primary responsibilities for the Program Assistant including maintaining a wide variety of student records, both electronic and manual recordkeeping/filing systems; responding to inquiries from students, staff and the general public r; tracking minor certification for students; mailing various materials to students and prospective students; assisting with clerical projects; and assisting with tracking graduation candidates.
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Job Duties

% of Time	Essential Function	Job Function	Duties
45	Yes	Student Records	<p>-Current Students: Maintains electronic and hard files for all degree-seeking students by adviser (approx. 2000 students, not including scanned and archived inactive students).</p> <p>-Prospective Students: Periodically reviews prospective student files and creates new current files enrolled students. Reconcile e-files and hard files after advisors have completed Academic Progress Report updates.</p> <p>-Graduated Students: Updates e-files and hard files as cleared graduates come through.</p> <p>-Inactive Students: Cleans-up files and follows procedure for annual scanning of old inactive files onto CD.</p>

WASHINGTON STATE UNIVERSITY

Sample Job Duties

		Student Records Cont.	<ul style="list-style-type: none"> -PDF Student Files: Creates and maintains PDF files for all students, each semester using established conversion software. -Ensures department electronic and paper files are accurate and well organized. -Creates and maintains new filing systems as needed.
30	Yes	General Student Services Support	<ul style="list-style-type: none"> -Responds to inquiries from students regarding policies and procedures and provides other information as needed. -Tracks minor certification for students and contacts departments accordingly. -Routes, processes, and tracks documents as required by academic policy. -Maintains careful attention to academic deadlines, correspondence in progress, etc -Mails graduation applications as appropriate, and any other necessary student correspondence. -Posts and/or mails updated Academic Progress Reports each semester. -Coordinates mailings for new students.
20	Yes	Academic Advisor Support	<ul style="list-style-type: none"> -Provides a wide variety of clerical support for five academic advisors. -Assists advisors with obtaining documents, and reports for all new students and by request. -At the request of advisors, contact other departments on campus to obtain information. -With minimal direction, initiates basic correspondence for the academic advisors and follow-up as necessary.
5	No	Other	<ul style="list-style-type: none"> -Assists with events, including, seminars, and graduation activities. -Performs other duties as assigned.

Supervisory/Lead Responsibilities

	Incumbents may lead or direct the work of temporary hourly and student employees.
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Position Qualifications

Classification Requirements	High school graduation or equivalent AND two years of full-time clerical experience; OR equivalent education/experience.
Position Specific Qualifications	
Preferred Qualifications	<ul style="list-style-type: none">-Previous experience providing student advising support at Washington State University or other higher education institution.-Previous experience with large complex filing and/or record keeping systems.-Demonstrated skill with Microsoft Office applications including Word, Excel, Access and Outlook.-Demonstrated experience with WSU mainframe applications.