| **Position Number:** | 00013484 |
| --- | --- |
| **Working Title:** | Program Specialist |
| **Classification Title:** | Administrative Analyst/Specialist, Exempt I |
| **Job Code/Grade:** | 1038/2 |
| **Department ID/Name:** | 1523/ENGR Off-Campus Programs |
| **Appropriate Administrator Title/Position Number:** | Director of Resources and Operations / 00014535 |
| **Work Lead or Department Chair Title/Position Number:** | Senior Analyst for Programs & Operations / 00005075 |
| **Employee Name (once filled):** |       |
| **Employee 9-digit ID (once filled):** |       |

## POSITION PURPOSE

| Reporting to the Faculty Associate Dean of Extended Studies, the Program Specialist provides program leadership in the areas of program development, program management, and student services for EES Programs within the College of Engineering. Working independently under minimal supervision, a Program Specialist develops, manages, and administers Extended Studies programs, contributes to strategic planning, conducts analysis/evaluations of programmatic goals, and develops recommendations, implementing new online program(s) and providing support to instructors and students, while providing excellent customer service to all EES stakeholders. |
| --- |

## TYPE OF SUPERVISION RECEIVED *(Select one and enter the number below)*

1. Direct Supervision: Work is performed according to detailed instructions and the supervision is available on short notice. The methods of work are well established and outlined. (Typical supervision for entry level, non-exempt positions)
2. General Supervision: Objectives are set for position, but incumbent works independently referring to policies, practices and procedures. (Typical supervision for mid-level exempt or non-exempt positions)
3. Limited Supervision: Incumbent proceeds on own initiative while complying with policies, practices and procedures described by the Supervisor. Incumbent seldom refers matters to supervisor except for clarification of policy. (Typical supervision for professional or advanced-level exempt positions)
4. General Direction: Incumbent has broad responsibility for planning, organizing and prioritizing work. Active control by the manager is only exercised on longer term goals and policy issues. (Typical supervision for middle managers and high level professionals)
5. Administrative Direction: Management decisions are comprehensive and the work function is broad. (Reserved for Administrator IV positions)

| 2) General Supervision |  |
| --- | --- |

## ESSENTIAL FUNCTIONS

| **Essential Functions and Associated Tasks** | **% of Time Annually** |
| --- | --- |
| **Program Management*** Manages coordination, development and administration of OFF-campus programs
* Schedules courses and tracks student grades
* Works with academic coordinators to determine and hire appropriate faculty to teach off campus
* Communicates with individual students and faculty on routine issues and those issues which may be new or controversial. Researches and proposes solutions with acceptable outcomes.
* Analyzes established guidelines to determine value
* Develops new procedures for situations where guidelines are outdated or do not exist.
* Advises application of policies and procedures to students and faculty of off-campus cohorts.
 | 50% |
| **Program Development, Outreach and Recruitment*** Contributes to the strategic planning of Extended Studies programmatic goals.
* Performs market research and analysis to determine the viability of new programs
* Analyzes marketing techniques.
* Develops website content for organizational unit.
* Develops print publication materials for marketing.
* Design and implement new online programs.
* Develop/identify/apply tools (software) for online programs
 | 30% |
| **Program and service assessment*** Performs research and analysis of current policies to ensure EES compliance.
* Develops assessment tools related to student success.
* Performs in-depth analysis of feedback from student assessments
* Re-evaluates current methods and modifies as necessary.
 | 10% |
| **External Program Relations and University Liaisons*** Develops opportunities for outreach and student recruitment.
* Organizes events with local industry executives and professional organizations.
* Develops and facilitates events for Extended Studies students and their specific needs.
 | 10% |

The incumbent is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment. Incumbent is also required to promptly report any knowledge of a possible Title IX related incident to the Title IX Office.

Percentages are used to classify the position. Actual amount of time spent on each Essential Function may vary based on department cycles and priorities. Other duties may be assigned by the Appropriate Administrator.

## KNOWLEDGE, SKILLS and ABILITIES

| Knowledge, Skills and Abilities required to perform the Essential Functions in Section C |
| --- |
| * Ability to take initiative and independently plan, organize and perform work in various situations.
* Ability to learn and implement online classes in both synchronous and asynchronous environments (preferably academic experience)
* Knowledge of business mathematics and basic statistical techniques.
* Ability to analyze data and make accurate projections
* Ability to investigate and analyze issues with broad administrative impacts.
* Strong oral and written communication skills.
* Demonstrated ability to establish and maintain effective working relationships within and outside working groups.
* Occasional driving and evening/weekend work required.
* Valid driver license is required for this position.
* Working knowledge of and ability to apply standard theories, principles, practices, and techniques applicable to the program and/or administrative specialty to develop conclusions and make recommendations
* Thorough knowledge of policies, procedures, and outside regulations pertaining to the applicable program and/or administrative specialty
* Skill in the research, development and evaluation of policies and programs, including skill in the collection, evaluation, and interpretation of data to develop sound conclusions and make appropriate recommendations.
 |

## CASH HANDLING

| Does this position handle cash? |
| --- |
| Choose an item. |

## NON-STUDENT POSITIONS MANAGED/LED BY INCUMBENT (if applicable)

| **Position Number** | **Classification/Working Title (to insert additional rows, click Tab in the last row)** |
| --- | --- |
| N/A |       |

## PHYSICAL DEMANDS and WORK ENVIRONMENT (include alternate work schedule when applicable)

| Describe the physical demands required of this position (e.g. lifting, sitting, standing) and the work environment (e.g. typical office environment, moderate noise level). If this position will work an alternate schedule (not M-F, nights, weekends) please include details. |
| --- |
| Typical office environment. **Occasional driving and evening/weekend work required.** |

## QUALIFICATIONS

| **Minimum Qualifications**(for non-MPP positions, UP will complete this section) | **Preferred Qualifications**(used for recruitment purposes only) |
| --- | --- |
| **Education**:       | **Education**: Master of Science (MS) degree |
| **Experience**:       | **Experience**: * Program development and project management experience.
* Demonstrated professional experience across different units/organizations.
* Knowledge of Peoplesoft and Salesforce
* Experience supporting information systems and/or online programs
 |

## SIGNATURES (Enter names only; Signatures will be obtained when UP finalizes position description)

|  |  |  |  |
| --- | --- | --- | --- |
| EmployeeName/Signature: |       | Date Signed: |       |
| Appropriate Administrator Name/Signature: |       | Date Signed: |       |
| University Personnel Name/Signature: |       | Date Signed: |       |

# This form to be filled in only if this is a new position or if the JHA needs to be revised on a current position.

# [Things to consider when filling out this JHA form.](https://www.sjsu.edu/up/docs/job-hazard-analysis-considerations.pdf)

| **Job Title** | **Job Code** |
| --- | --- |
|       |       |
| **Department** | **Supervisor** |
|       |       |
| **Date** | **New JHA** | **Revised JHA** |
|       |  |  |
| **Location where tasks are performed:**  |
| Main Campus  |[ ]  South Campus  |[ ]  Buildings: |       |
| **Analysis Performed by** | **Reviewed by** | **Date** |
|       |       |       |
|  |
|  | **Tasks** (list one task per row) | **Tools/Equipment Used** | **Hazards** | **Controls** |
| 1. |       |       |       |       |
| 2. |       |       |       |       |
| 3. |       |       |       |       |
| 4. |       |       |       |       |
| 5. |       |       |       |       |
|  |
| **Check all hazards associated with job code:** |
|[ ]  Chemical |[ ]  Hazardous materials (lead, asbestos, etc.) |[ ]  Radiological (ionizing) |
|[ ]  Confined space |[ ]  Hoisting |[ ]  Radiological (non-ionizing) |
|[ ]  Fire |[ ]  Hot work (spark generating) |[ ]  Heat illness/temp extremes |
|[ ]  Elevated work |[ ]  Material handling/lifting |[ ]  Covid-19 |
|[ ]  Ergonomics (office) |[ ]  Elevated noise > 85dB |[ ]  Biohazard |
|[ ]  Driving (carts) |[ ]  Hazardous atmospheres |[ ]  Other: |       |
|[ ]  Slips, trips, falls |[ ]  Arc flash |[ ]  Other: |       |
|[ ]  Stored energy LOTO |[ ]  Mobile industrial vehicle |[ ]  Other: |       |
|  |
| **Personal Protective Equipment Associated with Job Code** |
| Are there minimum requirements for working in the affected area(s)? |
|  | No |  | Yes | (if yes, check all that apply) |
|[ ]  Eye protection |[ ]  Steel toed boots |[ ]  Chemical resistant gloves |
|[ ]  Face shield |[ ]  Leather gloves |[ ]  Face mask (COVID-19) |
|[ ]  Fall protection |[ ]  Hard hat |[ ]  Other: |       |
|[ ]  Welding shields |[ ]  Hearing protection |[ ]  Other: |       |
|[ ]  Reflective vest |[ ]  Arc rated clothing |[ ]  Other: |       |
|  |
| **Training Assigned:** |
|  |  |  |
|  |       |  |
|  | Additional training needed? |  |
|  |       |  |
|  |  |  |