

**ACADEMIC/STUDENT SERVICES
OR
PROGRAM SUPPORT ASSISTANT**

Function of Job:

Under general supervision of designated supervisor, perform a variety of duties in support of a program and/or academic or student services operation, using independent judgment in applying/adapting departmental guidelines, policies and procedures, and where applicable, knowledge of sponsored programs.

Characteristic Duties and Responsibilities:

1. Provide general program information, and assistance and/or research and conduct activities to support program and act for supervisor in matters of administrative detail as required.
2. Communicate program related matters and/or specific policy information related to department and assist in up-dating and/or developing policies and procedures.
3. May be responsible for scheduling events such as class/laboratory room and time assignments, seminars, workshops, student interviews, facilities usage.
4. Attend meetings of appropriate Boards/Committees as delegated, with ability to respond to questions concerning related office issues, and to report meeting content to supervisor.
5. Assist in the preparation of brochures, handbooks, campus publications, periodic statistical and/or progress reports, hand-outs, other written materials, and/or coordinate appropriate outreach and marketing activities as assigned.
6. Maintain confidentiality in communicating sensitive information and in handling confidential materials.
7. May be assigned special responsibilities in functions such as housing assignments, organizing grant and contract proposal materials, proctoring exams, assisting with registration, graduate/undergraduate degree auditing to verify completion of degree requirements, screening of admissions/financial aid applications, financial or educational background checks, academic advising, fundraising activities, and/or events such as commencement.
8. Provide and/or supervise entry and retrieval of appropriate data, including invoices/payments related to areas of responsibility, utilizing existing programs, and monitoring budgets as required.
9. Hire, train, supervise staff/student workers.
10. Operate required equipment to support assigned areas.
11. May assist with budget planning and training as requested.
12. May assist in researching issues regarding compliance with government and other external regulations and assist with compliance as required.
13. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation and five years of related experience involving progressive responsible duties requiring discretion and independent judgment or Associate's Degree and three years of related experience or a combination of higher education and related experience equal to five years.
2. Ability to perform computer work and keyboarding duties as specified by hiring department/unit.
3. Willingness to take campus-sponsored work-related short courses.
4. Understanding of programming terminology and familiarity with computer-based procedures.
5. Experience in public relations, marketing, telecommunications or electronics as specified by department.
6. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

Additional Desirable Qualifications:

1. College graduation.
2. Completion of courses in related subjects at the college/university level.
3. Supervisory experience.
4. Experience gained in the institution to be served, or within the University System.

3/12/97
System Approval

3/24/97
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

Revised - Original approved 1/13/88 as Student/Academic Services Assistant and revised 3/12/97.