

SENIOR PROGRAM SUPPORT ASSISTANT*

Function of Job:

Under broad supervision of designated supervisor provide a variety of diverse program responsibilities, using significant independent judgment in applying/adapting departmental guidelines, policies and procedures, maintain confidentiality, and apply thorough knowledge of the operations and policies of the department and/or research program as applicable.

Characteristic Duties and Responsibilities:

1. Perform a wide array of complex responsibilities in support of program activities, project planning and monitoring, specialized communications, and special projects.
2. Initiate and maintain contact with internal and external departments, units, and/or organizations to coordinate program details, identify and resolve problems, and provide specialized program information.
3. Adhere to legal requirements and regulations, such as HIPAA and FERPA, maintain confidentiality and discretion in using and conveying information of a sensitive and/or confidential nature, as assigned.
4. Create and prepare documents, such as agendas, presentations, reports, correspondence, and curriculum/course materials, by using business or academic program standards and/or technical/scientific protocols.
5. Communicate, interpret, and clarify program related matters and specific policy information; recommend updating and/or developing policies and procedures.
6. Assist with budget development and monitoring; process payments and transfer transactions; purchase supplies, services, and equipment; and produce financial reports as assigned. Research information, assist in preparing reports, and disseminate information as required.
7. Arrange schedules, appointments, conference calls, and meetings, and make complex travel arrangements.
8. Organize conferences and events, including making arrangements for staffing and technical support, facilities, registration, and catering; monitoring budgets; and providing information to participants.
9. Develop overall layout, design, editing, and format of publications, such as newsletters, promotional materials, posters, brochures, periodic statistical and/or progress reports, other written materials, and/or coordinate appropriate outreach and marketing activities as assigned.
10. Perform special functions for department/sponsored program, such as maintaining and updating the website, coordinating needs for space and telecommunications, developing forms and procedures for assigned area, evaluating transfer transcripts, and reviewing and assessing financial aid applications.
11. Maintain database, perform data entry and retrieval, create spreadsheets and reports, and compile statistics.
12. Hire, train, evaluate, and supervise staff/student workers.
13. Perform other related duties as assigned.

Note: Duties above related to proposal preparation and financial accountings are not allowable for sponsored programs.

Minimum Acceptable Qualifications:

1. High school graduation and seven years of related experience involving duties of increasing responsibility requiring discretion and independent judgment, or Associate's Degree and five years of related experience, or a combination of higher education and related experience equal to seven years.
2. Advanced computer skills, including complex word processing, e-mail, spreadsheets, database management, use of search engines, keyboarding skills, and other software applications as required by hiring department/unit.
3. Effective written and oral communication skills.
4. Supervisory skills.
5. Experience in public relations, office supervision, grant-funded programs, marketing, telecommunications or publications as specified by department.

6. Organizational skills.
7. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

Additional Desirable Qualifications:

1. Bachelor's degree.
2. Completion of courses in related subjects at the college/university level.
3. Supervisory experience.
4. Experience in a college/university work environment.

5/15/08
System Approval

1/19/07
Effective Date

** Alternate title: Senior Academic/Student Services Program Assistant*

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.