

Santa Rosa Junior College
Healthcare Workforce Development Program
HOPE Center Program Assistant
Short-term, Non-continuing (Categorically Funded)/Bilingual (Spanish)
24 hours per week, \$18/hour
Period of Employment: August 1, 2013- May 31, 2014

Job Description:

Under the general supervision of the Healthcare Workforce Development Program Manager, the HOPE Center Assistant will aid in the implementation of program events, perform administrative duties requiring a high degree of expertise in center management and customer service; coordinate services with other SRJC academic and student service departments; perform related work as required.

Key Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

- Assists with the planning, organizing, and coordinating of major events for the HOPE Center Program.
- General receptionist skills, including scheduling counseling appoints and answering inquiries into the program's mission and requirements.
- Establishes timelines and calendars to oversee projects; communicates workflow issues with the Healthcare Workforce Development Program Manager.
- Customer Service: Assist students, explain HOPE center policies, procedures, mission, and public speaking at program events.
- Assists in the coordination of activities for a variety of meetings, such as the Healthcare Workforce Development Roundtable and Health Careers Committee.
- Assists with general supervision of the HOPE Student Center.
- May be responsible for opening and closing procedures for the HOPE Student Center.
- Proof reads documents for accuracy.
- Creates complex original draft correspondences, both in written and electronic formats.
- Designs and creates program information materials, such as posters and flyers.
- Contact students via phone and email for purposes dictated by the program's core components.

Special Requirements

With advance notice, the ability to work flexible hours. Occasional evening and *Spanish speaking necessary*.

Ability To:

Demonstrate sensitivity to and respect for a diverse population. To follow oral and written directions; meet with the public tactfully and courteously; perform complex clerical duties in conjunction with special event planning; apply appropriate problem-solving skills to the management of program projects; maintain cooperative working relationships with other program's in the shared space of the HOPE Student Center.

Knowledge of:

Event planning and coordination as it pertains to an educational institution; operation of personal computer software programs including word processing and graphics; proper English usage, spelling, vocabulary and grammar.

Education and Work Experience

A combination of education and work experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school. Associates Degree preferred.

Experience: Two to three years of increasingly responsible secretarial, administrative assistant or office management experience. High competency in use of numerous software programs such as Microsoft Outlook, Microsoft Word, PowerPoint, Excel, and an Internet Navigation program and a desktop publishing program.

Occasional travel to schools & community agencies within Sonoma County. As such, this position requires the use of a personal vehicle, or district vehicle, while conducting District/Program business. A valid (Class C) California driver's license, acceptable driving record, proof of insurance, and vehicle registration and licensing is required.

Instructions:

Submit resume and letter of interest to:

Juan Arias
Healthcare Workforce Development Program Manager
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jarias@santarosa.edu