

**RANGE N01**

**JTC NO. CAI  
FLSA EXEMPT N**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT  
JOB DESCRIPTION**

**JOB TITLE:** Program Services Assistant

**DATE PREPARED:** Fall 2009

**DATE REVISED:** Summer 2012; Spring 2014; Fall 2016

**GENERAL SUMMARY:**

A first level career path position responsible for performing diversified duties required to assist in the efficient delivery of services of a specific grant and/or district-based program. Under the direction of the department director or coordinator, provides assistance with the general operation of one or more state/federal/college programs including record-keeping, purchasing of books and supplies, advisement/assessment/placement activities, periodic reporting and program development/implementation.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Participates with the department director/coordinator and related staff in planning, developing, and the general operation of a grant and/or specific program support services division.
- Provides program information and enrollment processes to current and prospective students.
- Assists in reviewing related forms and applications; verifies accuracy, completeness and compliance with DCCCD policies, program guidelines and state/federal regulations. Determines eligibility and processes according to department/program guidelines.
- Assists in developing and maintaining a database of students served which is utilized in periodic reports to college officials or state/federal/private agencies; maintains files and records; prepares summary reports.
- Responsible for screening calls, visitors, and mail; requisitioning supplies and equipment; composing correspondence and memos, verifying operating reports for accuracy and implementing changes where required.
- Assists in conducting general student orientations which serve to disseminate general information about the campus/location and/or the department functions and services.
- Maintain records of department expenditures and provides information relating to budget balances to department head.
- Performs other related duties as assigned.

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**REPORTING RELATIONSHIP:**

Varies to meet organizational needs.

**PHYSICAL EFFORT REQUIRED:**

Work with light materials requiring little physical effort.

**MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:**

Graduation from high school or equivalent plus two years of student services experience or in a general office environment in an organization related to underserved populations or student services. Ability to utilize computer technology to access data, maintains records, and generates reports. Oral and written communication skills to deal effectively with varying levels of DCCCD staff, students, vendors and the general public from diverse backgrounds. The knowledge and experience providing effective customer service. Official transcript will be required. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

9/01/09; msv/ccp-rje  
Revised: 08/2012 – emm  
Revised: 02/2014 – emm  
Revised: 12/2016 - emm  
ADA/tmm 09.07.18