Program Review

Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" **– Academic Senate for California Community Colleges**

Data Driven Decision Making

Continual improvement
Evaluation of program resource needs
Fiscal stewardship and transparency
Culture of evidence

Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

Reporting Cycle Activities	Timeline
Program Review forms posted on the Program Review website:	August 22, 2023
Data is available on the ORPIE website:	
• Instructional Program Review Dashboard	Available now
• Student Services Program Review Dashboard	*Coming August 28, 2023*
• State comparison data may be found on Data Mart or Cal-Pass Plus	Available now
Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom.	See the Program Review website schedule information.
Program Review draft due via Dynamic Forms.	Friday, October 6, 2023
Review and Feedback Steps to Finalize Program Review:	
• Step 1a: *Technical Review* by IEC (for all) and Academic Senate (for any that include a faculty request). • See the technical review rubrics.	Friday, October 6, 2023
• Step 1b: *Content Review* by Deans/Director. Feedback due to author.	Friday, October 6, 2023
• Step 2: *Completed Revisions* submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback.	Friday, November 3, 2023
• Step 3: **Final Program Review Approvals** by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website.	Friday, December 1, 2023
• Step 4: Funding Requests proceed through governance structure.	
• Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization.	Friday, December 1, 2023
• Committees forward recommendations to the Budget Committee	Friday, December 1, 2023

• Faculty Hiring timeline:	
• Academic Senate Q&A	Tuesday, November 14, 2023
• Senator Ratings due	Friday, November 17, 2023
• Academic Senate – Special Meeting to Review Rankings	Tuesday, November 28, 2023
• Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team	Wednesday, November 29, 2023
▪ President makes final faculty decisions and reports to Senate at Special Meeting. ▪ Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate.	Tuesday, December 5, 2023
• Hiring committee participants appointed by the Academic Senate.	Tuesday, December 12, 2023
• The Budget Committee forwards all recommended non-faculty requests to the Executive Committee	Tuesday, December 12, 2023
• President announces all funded recommendations campus-wide	Monday, April 1, 2024

AUTHOR INFORMATION

Employee ID (E# or C#): [   ]   First Name [Alyssa]   Last Name [Brown]

Wing [Administration ▼]   Email Address [abrown275@cccd.edu]   Office Phone [714-895-8970]

Dean/Manager First Name [Lauren]   Last Name [Davis Sosenko]   Email [ldavissosenko@cccd. ▼]

Vice President First Name [Meridith]   Last Name [Randall]   Email [Randall, Meridith = m ▼]

Program Review - Draft
*Program Review - Human Resources 9.6.23.docx

Program Review - Final Submission
*Program Review - Human Resources 11.1.23.docx

This Program Review includes the following: * [-- Please Select -- ▼]
Pick all that apply.

Faculty Request [-- Choose -- ▼]

Facilities, Technology, Equipment Request [-- Choose -- ▼]

Classified Request [-- Choose -- ▼]

This Program Review includes the following: * [Yes ▼]
Pick all that apply.

If the answer was "Yes" but one of the following is not picked it will affect the form's workflow and you will have to resubmit.

Faculty Request [-- Choose -- ▼]

Facilities, Technology, Equipment Request [-- Choose -- ▼]

Classified Request [Yes ▼]

Faculty Requests (up to 3)   Faculty Requests (up to 3)
One upload per request   *One upload per request*

Faculty Upload1   Faculty Upload1
Faculty Upload2   Faculty Upload2
Faculty Upload3   Faculty Upload3

Facilities, Technology or Equipment Draft Requests (up to 5)   Facilities, Technology or Equipment Update Requests (up to 5)

FTE Upload1	FTE Upload1
FTE Upload2	FTE Upload2
FTE Upload3	FTE Upload3
FTE Upload4	FTE Upload4
FTE Upload5	FTE Upload5

Classified Personnel Draft Requests (up to 3)
One upload per request

Classified Upload1 Program-Review-Request-for-Funding-2023-24-Classified-Personnel.pdf
Classified Upload2
Classified Upload3

Classified Personnel Updated Requests (up to 3)
One upload per request

Classified Upload1
Classified Upload2
Classified Upload3

Supporting Materials (Optional)

Upload1	Upload1
Upload2	Upload2
Upload3	Upload3

...3539353431

Alyssa Brown
Author - Draft Signature

10/06/2023
Date

...3737393836

Alyssa Brown
Author - Final Signature

11/01/2023
Date

Dean/Manager Draft Feedback

Please add a goal. (Feedback provided to author via email).

FileUpload2

IEC Feedback

Goal 3: Workforce prep?

FileUpload4
Program Review Rubric Upload

Academic Senate Executive Board Feedback

FileUpload1
Program Review Rubric Upload

Dean/Manager Final Feedback

Not manager; just moving form forward for Meridith's signature

FileUpload2

...3036363434

Lauren Davis Sosenko 11/13/2023
Dean/Manager Signature   Date

Vice President Feedback

FileUpload3

...3035353539

Meridith Randall
Vice President Signature   11/13/2023
                                         Date

Downloaded to the following Committee Teams folder on: -- Choose -- ▼   [   ]

...3239373939

Lauren Davis Sosenko
IEC Signature   12/05/2023
                                         Date

Dean/Manager - Feedback Signature	Electronically signed by Lauren Davis Sosenko on 10/31/2023 12:22:10 PM
Academic Senate: Technical Review Signature	Signature not required
Academic Senate Signature	Signature not required
IEC: Technical Review Signature	Electronically signed by Bill La on 10/14/2023 10:51:39 PM

Program Review Purpose

"*Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices*" –Academic Senate for California Community Colleges, 2009

DATA

Number of classified staff at GWC:	168
Number of faculty at GWC:	126 FT/ 545 PT
Number of administrators at GWC:	35
Number of hiring searches in 2022-2023:	40
Number of employees on-boarded in 2022-2023:	264
Training sessions offered by HR and number of attendees in 2022-2023:	22 sessions; approx 500 attendees

List the Administrative Service Outcomes (ASOs) for Human Resources: *If you have not defined your ASOs, please describe how you will define them in 2023-2024.*	Recruitment & Staffing: HR is responsible for managing an equitable recruitment process compliant with various federal and state laws, regulations, and policies. The adminstrative outcome is a well-staff organization with qualified employees in the right positions hired through an equitable process. Orientation: Ensuring that new employees receive proper onboarding and orientation is an administrative outcome. This includes providing necessary paperwork, training, and resources to help new hires integrate into the college smoothly. Employee Relations: Handling employee grievances, conflicts, and disciplinary actions is part of HR's administrative role in maintaining a positive work environment. Successful outcomes involve resolving issues fairly and in accordance with company policies and union contracts. Training & Development: HR manages training and development programs to enhance employees' skills and knowledge. Well-trained employees are more likely to think creatively and contribute innovative ideas to the organization. Administrative outcomes include tracking training completion and impact to the employee's job.
Describe how you assessed your ASOs this year? (e.g., survey, document review) *If you*	-Survey users of HR services. -Survey participants in professional development workshops. -Survey search committee members on process.

have not assessed ASOs, describe your plan to assess in 2023-2024.	
What were the findings of your ASO assessment?	n/a
How do you plan to strengthen practices/policies to improve your outcomes?	-Ensure processes are in writing and are accessible. -Survey managers on their biggest professional development needs. -Schedule regular review and update of processes.

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more stakeholders (students, employees) or improving your outcomes.

HR doesn't have much control over the number of staff. We support recruitments of positions that are approved to be filled. We have more control over the recruitment experience including time. HR will continue to engage with the Professional Development Advisory Committee and the Center for Innovation and Learning to provide meaningful workshops.

PROGRAM-SPECIFIC QUESTIONS

Describe the functions of Human Resources?

The primary functions of the Human Resources Department are to recruit, hire and retain a qualified staff of faculty, classified, and administrative personnel that support the educational needs of students. The Human Resources Department provides human resources services to the campus community, in conjunction with District operations. The department also provides a variety of professional services including assistance with employee relations matters, contract interpretation, and investigative services for employment and recruitment related complaints.

Additional functions include:
-Service and support related to employment processing
-Advocating for employees
-Building positive relations with all constituent groups
-Safeguarding the campus from undue lawsuits stemming from discrimination/harassment/Americans with Disabilities Act (ADA) and other behaviors
-Safeguarding campus resources by auditing personnel actions such as personnel action forms, faculty load, leave coordination and the Affordable Care Act (ACA).

Service areas include: recruitment; personnel services; Federal/State/District compliance; diversity; and professional development.

Recruitment - Human Resources administers the recruitment for academic and classified personnel. The recruitment processes include forecasting employment needs, preparing advertisements,

coordinating recruitments, monitoring applicant tracking, training selection committees and maintaining communication with applicants throughout the process. Coordinate and facilitate completion of mandatory training for search committees.

Onboarding/Orientation - Human Resources coordinates a comprehensive onboarding program helping new hires adjust to the social and performance aspects of their jobs so they can quickly become productive, contributing members of the college.

Employee Relations - Human Resources provides employees assistance in personnel related matters prior to and during their tenure with the campus. The department coordinates, maintains, and monitors employee assignments, staff data, salaries, evaluations, tenure, sabbaticals, retirements, classifications/compensation and employee contracts. The Human Resources Department regularly interprets a variety of rules, regulations, and policies for campus employees.

Federal/State/District Compliance - Human Resources is responsible for overseeing and monitoring compliance of Federal laws, State laws, and Board Policies/Regulations as they relate to personnel matters.

Diversity/EEO Compliance - Human Resources plays a leadership role in supporting the District's commitment to diversity and equal employment opportunity. The differing needs of our economically and culturally diverse students, faculty, and staff are evident based on the District's demographic profiles. As such, Human Resources is committed to valuing and enhancing diversity within the campus community. The Human Resources Department monitors compliance of Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), sexual harassment and discrimination.

Professional Development - Human Resources collaborates with the Center for Innovation and Learning on professional development at the campus. The Professional Development Advisory Committee plans and ensures that relevant training and workshops are offered to employees to provide new and refreshed skills and increase job effectiveness and in support of campus and District strategic directions.

What does Human Resources do exceptionally well?

We provide clarity, guidance, tools and support during the GWC employee experience.

How does Human Resources help GWC meet its mission?

Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.

Human Resources leads the recruitment of qualified faculty and staff which supports program growth and innovation. The HR department monitors and improves processes to enhance equity. HR supports diversity and inclusion initiatives by providing learning opportunities for faculty and staff.

How can Human Resources adapt to handle the increased volume in programs requiring additional tracking and reports?

n/a

What are the most impactful changes in processes to the Human Resources that can improve service to students and the campus community?

Ensure equity-minded reruitment processes, adopt best practices to enhance diversity and inclusion efforts, work with district HR to streamline onboarding forms and processing, provide resources and training on processes and procedures to maangers and employees.

What are the biggest challenges facing the Human Resources in completing its role?

The HR department at Golden West consists of one Director and two Classified staff positions. With limited staffing it can be challenging to manage the needs of over 1,200 employees whie focusing on innovative efforts.

Board policies and administrative policies related to hiring that as written may prevent movement in DEIA efforts, such as diversifying our faculty and staff. Varying stages of the organization's willingness to make bold changes may have great impact on the college's DEIA efforts.

The current decentralized HR model relies heavily on strong partnerships and communication with our district HR colleagues. When those partnerships are interrupted it makes it difficult to effectively serve the college community. The department works with district HR to onboard all employees. Processes that involve district HR could benefit from being reviewed and streamlined.

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and

academic programs that lead to student success.

3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.

4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.

5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.

6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.

7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.
No goals previously identified.

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:
Design and implement new employee first year experience including new employee orientation, engagement workshops, and manager toolkit.

What actions will be taken to accomplish the goal?
-Design of orientation including session outline, resources, and partnerships -Facilitate run throughs of the orientation -Create orientation schedule for spring 2024 -Design engagement workshops aligned with college values -Create schedule for workshops starting in spring 2024 -Develop manager toolkit and post on college HR website

What metric will you use to measure your goal?
-Schedule of sessions

-Number of attendees at each orientation and workshop

-Survey participants on effectiveness, connection to their position, connection to college values

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment

☒ Equity and Success

☐ Completion

☐ Workforce Preparation

☐ Facilities

☒ Professional Development

☒ Communication

GOAL 2 (Required)

Description of goal:
Improve communication of hiring and onboarding processes. Foster strong communication and collaboration between HR and other college departments to ensure alignment with program review goals. Promote transparency in HR processes and decision-making.

What actions will be taken to accomplish the goal?
-Develop written processes for the hiring and onboarding process.   -Post and share the hiring and onboarding process.

What metric will you use to measure your goal?
Survey managers on their understanding of hiring and onboarding processes.

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment

☐ Equity and Success

☐ Completion

☐ Workforce Preparation

☐ Facilities

☐ Professional Development

☒ Communication

GOAL 3 (Required)

Description of goal:
Design and implement professional development program for managers.

What actions will be taken to accomplish the goal?
-Create program including an outline with learning outcomes. -Research which components are best led by a consultant and which can be led internally.

What metric will you use to measure your goal?
-Survey participants on effectiveness, connection to their position -Number of participants in the program

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment
☒ Equity and Success
☐ Completion
☐ Workforce Preparation
☐ Facilities
☒ Professional Development
☒ Communication

OTHER INFORMATION

What additional information would you like to share about your program?
Goal #4 (I didn't know where else to add it) Description: Increase diversity in our hiring process and create a more inclusive and equitable workforce, while fostering an environment that celebrates different perspectives and backgrounds. Actions: 1. Support search committess on implementing inclusive recruitment practices. 2. Participate in policy development to support modernizing BPs and APs to align with current best practices and Title V regulations. 3. Promote employee resource groups (ERGs) to provide support and networking opportunities for underrepresented groups. Metrics: Demographics of employee populuation will show incremental change; policy language will be updated to promote diversity and inclusion; participation levels in ERGs. Missions and Goals: equity and success, professional development Human Resources is commonly viewed as being involved in the day-to-day administration of HR policy and programs (such as payroll and recruiting). Human Resources can also serve as strategic advisors, problem solvers, mentors and coaches, focusing on the big picture, and collaborating with college leadership. How human capital is recruited, developed, organized and managed has a direct and strong influence on organizational performance (Huselid, 1995; Lawler, Mohrman, & Benson, 2001; Combs, Youngmei, Hall, & Ketchen, 2006). HR leaders can make important contributions to strategy

development and implementation as well as improve the quality of decisions related to strategy and talent. Human Resources could continue to evolve in a strategic partner by being included in appropriate college governance committees.

Professional Development at GWC is provided by two different departments - Human Resources and the Center for Innovation and Learning. Human Resources focuses primarily on staff and management while the CIL primarily supports faculty. The CIL Coordinator and HR Team have prioritized communication and partnership to provide support for our respective programs, to identify areas of collaboration where appropriate, and to avoid unnecessary duplication of effort.

Submitter's Signature: *AlyssaBrown*

Date: 10/6/2023

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

☐ No concerns

☐ I have concerns

Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Vice President's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

CLASSIFIED REQUEST

Submitter's First Name:	Alyssa
Submitter's Last Name:	Brown
Submitter's Email:	Abrown275@cccd.edu
Submitter's Phone Number:	714-895-8970
Who is your Dean/Supervisor?	Meridith Randall
Are you the Department Chair?	n/a
Who is your Vice President?	n/a
Program/Department:	Human Resources

Type of Review:

Note: Library and Counseling should submit individual Program Reviews: one for Instruction and one for Student Services.

☐ Instruction

☐ Student Services

☒ Administrative

POSITION REQUEST

Please check one of the following:

☐ Replacement Position (Previously funded/ not currently funded)

☒ New Position (Never been funded/newly created)

Please note: that an approved job description from the District office is required in order to complete the request form. *You may not proceed with the request without the job description.*

If this request is for a replacement, how long has the position been vacant?	Click or tap here to enter text.
Job Title	Administrative Assistant

Salary Information

Salary Schedule Range:	EE-115
Annual Salary (Step 1) $:	62,255
Step 5 $:	75,671

Contract (check one):

☐ 100% FTE

☒ Other FTE %:

☒ 12 month

☐ 11 month

☐ 10 month

Job Description Summary

☒ **Required**: Attach a copy of the department Organizational Chart showing all positions and highlighting the position requested.

☒ **Required**: Attach a copy of the CCCD Position Description, if available (obtain from Personnel Dept).

☐ **CCCD does not have a position description as it is a new position within the district.**

Program Review Request- Classified
Golden West College

What are the essential duties this position will fulfill?
Provide clerical and admnistrative support for the recruitment, onboarding, and professional development functions.

JUSTIFICATION

What is the compelling need for an immediate replacement?
Delegating administrative and clerical work to the Administrative Assistant will allow the Human Resources Recruitment Coordinator and the Human Resources Director to focus on more strategic work.

What are the consequences if this position is not immediately replaced?
Delayed recruitments and onboarding processes.

If the full-time position is approved, will there be a request for funding for 160-day position during the hiring process?

☐ Yes

☒ No

Position title and Area of Specialization (if applicable)
Administrative Assistant

Needs/Priority Rubric (1-10 points)
- 1 - 4 points: Little or no contribution or impact
- 5 - 7 points: Some contribution or impact
- 8 - 10 points: Significant contribution or impact

How does this request for a classified position meet the following criteria? *(2 page max.)*
Fully respond to each of the following questions. Your responses will be the basis that Planning Council and the Executive Team members will apply the criteria and rate this request.

#1. Program Needs (1-10 points):

Explain the conditions that are unique to the program/department which support the need for additional full- time classified staff and how this position addresses those needs. If this position is not filled, explain the consequences to the **program/department** that will result. Please use information from Program Review.
Onboarding and recruitment processes are shared between the distirct office and college. An administrative assistant would create an extra bridge between the two sites providing additional support to both hiring managers and to candidates. The Administrative Assistant would assist the HR Director on the clerical pieces of projects allowing for a quicker turnaround. Without this position, recruitment timelines and responsiveness to candidates and hiring managers will remain the same.

#2. College-Wide Priority (1-10 points):

How does this request align and directly support the College's Goals? How does this position address stated long-term college priorities identified by College plans? (e.g. Master Plan, Instructional Plan, Student Equity Plan, Facilities Plan) *Please cite the plans and goal(s).*
This position will support both equity and success, professional development, and communication goals.

#3. Contributions to Other College Operations (20 points):

Program Review Request- Classified
Golden West College

To what extent would the position requested benefit or serve other departments, programs, or plans?
This position would likely provide some clerical support to the Center for Innovation and Learning.

#4. Request fills a current position that has been filled by an hourly employee for over one year because there is a demonstrated need. (10 points):

(Determined by the Executive Team)
n/a

Please provide justification why the department wants the position to be permanent.
Human Resources policies do not allow for temporary help for existing classified duties. The alternative to a permanent classified employee would be a student assistant.

Submitter's Signature: *Alyssa Brown*　　　**Date:** 10/6/2023

Submitter's Signature: Click or tap here to enter text.　　　**Date:** Click or tap to enter a date.

Supervisor's Review
As the supervisor of this program, I have reviewed this request. ☐ No concerns ☐ I have concerns
Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.　　　**Date:** Click or tap to enter a date.

Vice President's Signature: Click or tap here to enter text.　　　**Date:** Click or tap to enter a date.

OFFICE USE ONLY

President's Recommendation:

☐ Hire position

☐ Hire one-year temporary

☐ Not hiring at this time

Program Review Request- Classified

Golden West College

President's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Classification: Administrative Assistant	Specification Number: 65307
Board of Trustees' approval date: 11/06/19	Salary Grade: 115

Summary

Administrative Assistants perform specialized administrative support duties to administrative projects, workflow, and support activities for an office and related functions.

Distinguishing Career Features

Administrative Assistants require the ability to provide administrative support requiring competencies such as but not limited to, the ability to carry out projects that involve data from other departments and sites, and research and gather for reports and special studies. The Administrative Assistant classification also requires the ability to research and review records for compliance, due process, reimbursements, and external reporting.

The Administrative Assistant is part of a multi-level career path for administrative support. Advancement to the next level of Administrative Assistant I is based on need, requires compliance with the job qualifications and the ability to provide support to administrative committees, official proceedings, and processes requiring a higher level of specialization and reporting relationship and provide varied and difficult support to business and academic processes, usually reporting to a senior level administrator and coordinating work flow among other support staff.

Essential Duties and Responsibilities

Specific duties may vary among departments, divisions and jobs. Incumbents typically perform a substantial portion or all the following types of duties, as assigned:

1. Performs administrative support involving administrative, technical, and logistics services. Applies working knowledge of the functions, policies, and procedures of the division/ department, as well as those having implications to other functions.

2. Interprets and conveys policies and procedures, referring difficult or sensitive matters to an administrator. Responds to inquiries and conveys information about programs and services provided by the organizational unit.

3. Organizes work by researching and setting up business and academic calendars and cycles, then establishing and sequencing deadlines and/or timelines for projects, activities, and required submissions.

4. Provides support to, and may coordinate departmental projects and events, integrating them with ongoing work routines. Projects and events include but are not limited to compliance and performance reporting, enrollment and transfer processes, etc.

5. Collects, updates and maintains data and files, such as those used in special student programs, and other processes where there are information privacy considerations. Reviews

and enters data using established data entry screens and formats.

6. Provides administrative support to special processes including, but not limited to, committees and special subject group meetings. Prepares forms, revisions, and final documents to support proceedings.

7. Takes notes and prepares meeting recollections. Prepares from rough drafts or instructions a variety of materials such as letters, memoranda, reports and statistical data. Composes original correspondence and forms on routine department matters.

8. Researches and may prepare requisitions and claims for reimbursable services. Initiates communications to resolve, invoice, purchase order, and contractual matters with vendors, government agencies, and other service providers.

9. Assists an administrator or designee with personnel-related transactions such as those for tracking leaves, time and attendance, and employing part time and temporary staff. May assist or coordinate on-boarding of new hire employees.

10. Schedules appointments and arranges meetings. Prepares schedules and informs participants, confirming dates and times. May make travel reservations.

11. Prepares documents on behalf of the administrator such as but not limited to, agreements and contracts for services, performance appraisals, proceedings, and reports used by and/or provided by the division. Processes documents for approval.

12. Assists one or more administrators with developing organization unit budget proposals, maintaining communications with work sections on status and information needs. Researches and identifies reimbursable services.

13. Maintains department approved budgets, transaction records, and audit trails, including those for projects and grant-funded activities.

14. Researches and may reconcile expenditures and initiates budget allocation changes and reassignments of funds to and from various accounts, working with accounting staff to ensure compliance with business practices and regulations.

15. May collect cash, reconcile and balance departmental financial accounts.

16. May update content to division's web pages as approved by the supervisor.

17. Performs other related duties as assigned that support the objective of the position.

18. Required to abide by all District policies and procedures including Board Policy 3050 – Code of Professional Ethics.

Qualifications

▪ **Knowledge and Skills**

1. The position requires in-depth knowledge of office practices, procedures and equipment, including the design and organization of filing systems, and letter and report writing.

2. Requires a working knowledge of computer- based software programs that support this

level of work, including, but not limited to, word processing, spreadsheet, presentation graphics, desktop publishing, special applications used by the organization unit, and data entry onto custom databases.

3. Requires basic skill at facilitating small group problem-solving processes.

4. Requires enough math skills to perform financial, numeric, and other record keeping.

5. Requires enough knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence and reports.

6. Requires enough human relations skills to work cooperatively with diverse teams, convey technical information, solve problems, and exercise sensitivity when dealing with internal and external customers, and convey technical concepts.

▪ **Abilities**

1. Requires the ability to perform the essential responsibilities and functions of the position.

2. Requires the ability to accurately take and transcribe notes and/or meeting minutes/ recollections.

3. Requires the ability to learn, interpret, explain and apply knowledge of District, college and department organization, operations, programs, functions, special terminology used in the organization unit, and labor agreements to relieve an administrator or program director of a variety of administrative details.

4. Requires the ability to learn and apply knowledge to support development processes, to know recording and monitoring master calendar and school schedules, interpret budget information, and processing payroll transactions.

5. Requires the ability to prepare spreadsheets, graphs and charts.

6. Requires the ability to learn about basic budgeting, and of information systems used by the District within a reasonable time frame. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines.

7. Requires the ability to maintain confidentiality of private and sensitive information.

8. Requires the ability to communicate with parents, students, staff, and the public using patience and courtesy, and in a manner that reflects positively on the department, college and District.

9. Requires the ability to maintain productive and cooperative working relationships with others.

▪ **Physical Abilities**

1. The general physical demands, working conditions, and essential job functions associated with this classification will be kept on file with the Office of Human Resources.

2. Essential functions will vary by position.

3. As defined by Title I of the Americans with Disabilities Act ("ADA") and California's Fair Employment and Housing Act ("FEHA"), the District shall engage in a timely, good faith interactive process with employees or employment applicants who are requesting or are in need of reasonable accommodations and, provide reasonable accommodations for employees or employment applicants who, because of their disability, are limited in or unable to perform one or more of the essential functions of their job in accordance with applicable state and federal law.

- **Education and Experience**

  The position requires one year of post-secondary education in a business profession and three years of experience in an administrative support capacity. An Associate's degree is preferred and will substitute for some experience. Or, any combination of education and experience which would provide the required equivalent qualifications for the position.

- **Licenses and Certificates**

  May require a valid driver license.

- **<u>Working Conditions</u>**

  Work is performed indoors where minimal safety considerations exist.

This job specification describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Golden West College
Interim President
Meridith Randall

Human Resources
Director
(DG-10)
Alyssa Brown

Professional Development

Human Resources
Human Resources Coordinator
(E-120)
Breanna Ritter

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