

Job Title: OPS Program Assistant

Compensation: \$17.36 - \$17.36

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 4

Position Summary:

The Brother to Brother Program is designed to provide a highly focused and integrated program model of Academic, Social, and Co-Curricular resources that aim to increase the Retention, Progression, and Graduation rates of young men at St. Petersburg College. The program provides a system of support through various resources, mentoring, and forms of engagement that encourage academic achievement, and promote personal and professional development.

The Brother to Brother Program aims to supply intentional and direct resources to male students that are intended to provide additional layers of academic and social support. We aspire to set the standard for male students at St. Petersburg College recognized for Academic Achievement, Co – Curricular Involvement, and a Commitment to service.

The OPS position for B2B Program plays an integral role by assisting with managing, planning and advancing program initiatives. Specific duties include recruitment of new students, initiating tutor outreach and mentoring support. This position reports to the Program Manager.

Position Duties:

- Welcome office guests; answer inquiries and direct to appropriate individuals.
- Provide clerical support by answering phones/making calls, making copies, assembling materials, scheduling appointments/meetings; sending email and other written correspondence on behalf of the Brother to Brother Program; other administrative duties or special projects as assigned.
- Provide direct support for tutoring outreach, engagement and utilizing on-line tutoring services through Learning Resources and Library Services
- Make social media updates on Facebook, Twitter, and GroupMe.
- Help file and record program member documents/pertinent information; Data entry.

- Research strategies that increase effectiveness of retention programs for African-American males.
- Assist Brother to Brother Program Manager in coordinating and planning volunteer/service -opportunities and educational/social programming for students.
- Assist as needed with B2B activities, Career Closet, including presentations, and programming events.

Requirements:

Education:

High School Diploma or equivalent (GED)

Experience:

Four years clerical or administrative experience.

**An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- Knowledge social media applications: Facebook, Twitter, GroupMe, etc.
- Proficient in Microsoft Office suite applications: Word, Excel, & PowerPoint;
- Customer service principles;
- Modern office procedures, methods, and equipment;
- English language, grammar, and punctuation;
- Basic filing and recordkeeping principles;
- Basic office equipment maintenance procedures;
- Basic budget principles;
- Data review techniques;
- Computers and related software applications.

Skills:

- Excellent time management and organization skills;
- Ability to multi-task and prioritize assignments;

- Prioritizing and assigning work;
- Providing excellent customer service;
- Strong attention to detail;
- Strong presentation skills'
- Proofreading and editing documents;
- Preparing and maintaining records and files;
- Processing and reviewing data;
- Using modern office equipment;
- Using a computer and related software applications;
- Strong communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Enters, maintains, reports, and verifies a variety of information from applicable documents, spreadsheets, invoices, databases, logs, forms, and/or other related areas, utilizing established guidelines and procedures to determine appropriate steps. Reviews data and information to troubleshoot discrepancies and verify accuracy.	Daily 30-50%

These duties are a representative sample; position assignments may vary.		Potential Frequency
2.	Drafts and types a variety of business documents, including letters, memos, contracts, and/or other related documents.	Daily 10%
3.	Responds to requests for information, in person, via e-mail, and over the phone; takes and transmits messages; answers department questions and provides information; directs visitors to appropriate locations.	Daily 10%
4.	Performs various routine clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; greeting visitors; keyboarding information into databases; scanning and/or faxing documents; and performing related duties.	Daily 10%
5.	Monitors and maintains inventory which includes creating purchasing orders and monitoring expenses.	Weekly 10%
6.	May prioritize and assign work to student workers and/or part-time staff; monitor the performance of staff; and train students and/or staff on work methods and procedures.	Daily 10%
7.	Performs other duties of a similar nature or level.	As Required

Equal Access/Equal Opportunity

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