Program Assistant II.137 – Closing Date 05/11/2012

II. JOB SUMMARY

Briefly describe the general purpose of the job in one or two sentences.

- This position, headquartered in **Morgantown, WV** supports the programmatic needs of the West Virginia University Extension Service Families and Health Programs unit; handles document production, publication, and dissemination; creates and maintains databases, processes registrations, and prepares presentation materials for dissemination at state and national meetings, workshops, and symposia.

III. DUTIES AND RESPONSIBILITIES

List and completely explain the current duties and responsibilities of the position. Indicate the average percentage of time spent performing each separate job duty. Describe what the duties and responsibilities are and how they are performed. Consider work performance over a 12-month period. Employees must use their own words to describe duties and responsibilities. ***The copying of a generic job description or another employee's PIQ verbatim is not acceptable and the PIQ will be returned***. The percentages must total 100%. Duties that take less than five (5) percent should be combined into at least five (5) percent.

% of time	Duties and Responsibilities

50% Program Support

- Maintain databases for various unit-sponsored programs and events including Community Educational Outreach Service (CEOS) and Diabetes Symposium; input data as necessary; and provide printouts, reports, and labels as requested.
- Compare data entered with source instruments and verify keyed data for accuracy.
- Review and transmit data to and from faculty and staff members within program unit; follow up with staff members to resolve problems related to data entry; distribute information electronically and by hard copy as requested.
- Enter registration for various unit events using designated database software packages; handle accompanying fees in cash and/or checks.
- Process event/teaching/presentation evaluations through Access, Excel, SPSS, or other software as requested; enter all data and provide final reports, graphs, or other requested format to relevant personnel.
- Meet as needed with Families and Health specialists and staff support prior to and following each Families and Health event to ensure smooth functioning of event planning, execution, and follow-up.
- Conduct such research activities that support program director and faculty as needed for information, documentation, and validation of research-based teaching. Includes but is not limited to literature searches, locating articles pertinent to subject area both electronically and physically, and reviewing same for establishing relevance to need. Uses appropriate research citation styles (APA, NMLA, Chicago) as mandated by publishing body and/or specialist.
- Prepare surveys/evaluations of programs; receive completed forms, tabulate and compile responses, prepare report for faculty.
- Compile statistics of program use, evaluation, suggestions, and participants for contact-hour reporting.
- Maintain listing of CEOS educational topics; facilitate call for topics, compilation of topics, and review process; and oversee and/or oversee distribution of final product in conjunction with Printing Services.
- Schedule conference calls as requested by faculty, staff, program teams and others. Inform call originator and forward calling instructions. When events can be scheduled by participants, provide all relevant scheduling information, options, and provide back-up support. Keep abreast of new technologies that would assist unit with computer messaging.
- Answer direct-line unit calls; direct calls to appropriate individuals; take messages as necessary, and monitor main line answering machine.
- Serve as point-person for copier and fax machine; make arrangements for servicing as needed; and process payment.
- Compile and disseminate as directed program material via e-mail, county mail, U.S. mail, and physically provide distribution at meetings or conferences as required.
- Distribute incoming mail to appropriate faculty and staff, and facilitate outgoing campus, county, UPS, and USPS mail according to commercial and other policies.
- Manage and provide leadership for bulk mailing: collate information, address and stuff envelopes; provide pre-sorted, zip-ordered labels where needed; and assure compliance with postal guidelines.
- Ensure that mailings are prepared and completed in a timely manner.
- Consult as necessary with supervisor and/or financial staff regarding office supplies for purchase; compile supply list, and submit order via on-line purchasing or direct purchase as required.
- Serve as lead on unit storage and maintain listing of program resource availability.
- Provide program support such as copy work and filing as requested.

25% Document/Presentation Preparation

- Prepare documents from rough draft to final format using Microsoft Word, Access, Excel, PowerPoint, Photoshop, and incorporate other applications as needed including Adobe Acrobat, Scansoft, and SPSS following the guidelines of the university and WVU Extension Service.
- Prepare presentation materials with faculty for dissemination at state, national, and international meetings, workshops, and symposia.
- Collate information into requested format.
- Develop PowerPoint presentations for faculty use at meetings, presentations, and conferences, and/or assist faculty in creating, editing, and proofing.

- Create and/or import appropriate graphs, charts, spreadsheets, tables and other enhancement of printed and virtual materials using programs such as PowerPoint, Geographic Imaging Software, Mapmaker Utility, and Publisher.
- Revise as directed using appropriate layout and format.
- Copy/burn low numbers of CDs/DVDs for participants or trainers for presentations and arrange with technology unit for copying larger quantities of CDs/DVDs.
- Perform complex proofreading responsibilities on printed and electronic materials such as typed reports, correspondence, and forms to assure completeness and accuracy in tabulations, spelling, punctuation, sentence structure, and correct grammar.
- Scan text or photos, edit, and save in appropriate style for inserting into final document, and facilitate transferring provided icons to labels, tent cards, name tags, and documentation as requested for unit programs.

10% Publication Support

- Serve as liaison with state and county faculty as they interface with Organizational Advancement in developing, branding, publishing and disseminating promotional and programmatic materials in furtherance of the WVFUES educational mission. This includes but is not limited to newsletters, educational topics, handbook, and training materials.
- Facilitate, manage, and communicate information to assist with information flow, contact coordination, and update information from rough draft through publication and dissemination.
- Work with Organizational Advancement unit and authors to finalize educational topics, publications, and other print materials.
- Research vendors for cost of and/or creation of program marketing materials. Work with Organizational Advancement in use of trademarks, logos, and communication standards.
- Coordinate gathering of information for use in unit newsletter or for use in Focus. Collect articles from extension specialists in their program areas, search for and record pertinent dates of trainings, publication opportunities, conference details, etc. Includes positive feedback on the unit personnel and programming in the form of awards earned by individuals, teams, and/or programs within the unit. Prepare layout. After sign off by program director, disseminate by county mail or electronic listserv to unit field personnel and others with Families and Health responsibilities.
- Work with the WVU printing services mailroom in communicating what publications, forms or certificates are needed by faculty and staff and in what numbers to present programming to clientele statewide.

10% Backup to Procurement Cards

- Serve as F&H departmental card coordinator (DCC) for WV State p-cards and WVU Research p-cards associated with various individuals and funding sources. Insure that all published WV State and WV Research Corporation rules, policies, and procedures concerning the use of these procurement tools are followed.
- Insure that cardholders make allowable purchases and adhere to policies and procedures.
- Process procurement card applications, agreement forms, maintenance forms and exception sheets when necessary.
- Review and edit transactions weekly using Citibank (state) and Pathways (Research Corp.) software for mapping into Oracle.
- Notify cardholders weekly via e-mail of missing invoices that appear in Citibank/Pathways software.
- Prepare exception sheet when cardholder does not respond with the invoice in a timely manner.
- Prepare and process any needed changes via the maintenance form.
- Present any basic training material to new cardholders.
- Compile information for proper audit file, including monthly cardholder statements signed by cardholders.
- Maintain archival data to meet audit requirements of purchasing history – retain for two years after transaction date.
- Notify cardholders of any updates or changes related to the procurement card program.
- Retrieve and cancel cards from separating employees.
- Serve as Backup DCC for Families and Health program unit.

5% <u>OTHER</u>

- Attend weekly staff meetings with support personnel.
- Perform special projects as assigned.
- Attend and participate in professional development relevant to position.
- Provide support with any operation or need to maintain the smooth functioning of the program.

TOTAL OF ALL PERCENTAGES MUST EQUAL 100%

IV. QUALIFICATIONS

Education/Knowledge

1. List the level and type of **minimum** education required to qualify for this position **not** for the incumbent.

   - An Associate degree in Information Processing, English, Journalism, public relations, other related field, or equivalent combination of education and experience.

2. What licenses or certification(s) (e.g. electrician's license) if any, are **<u>required</u>** for the position? Specifically state the reason for this licensor requirement (supervisor's preference, state or federal law, etc.).

   - Driver's license (to attend any off-site conference or training session if necessary)

3. What specific skills are **required** in order to carry out the duties of the position?

Knowledge:

- Knowledge of office methods, practices, etiquette and protocols.
- Working knowledge of the Internet/Web search techniques.
- Knowledge of document/article construction for publication purposes, either print or electronic.
- Knowledge of data entry techniques including the use of various data entry equipment and their operation.
- Knowledge and demonstrated skill in using various computer software programs such as MS Word, Access, Excel, Internet Explorer, PowerPoint, Scanner, GroupWise, Photo Shop, and Geographic Imaging Software.

Skills:

- Strong communication skills (written and oral with knowledge of proper telephone etiquette).
- Excellent interpersonal skills to work effectively with all levels of Extension faculty, staff, administrators, stakeholders, and general public.
- Strong organizational skills to plan and prioritize assigned tasks.
- Demonstrated time management skills to manage workload.
- Strong attention to detail.
- Strong file management and problem solving skills.
- Skilled in the Microsoft Office suite of applications, contemporary Internet browser, e-mail applications, and enrollment-driven database systems.

Abilities:

- Ability to work independently with minimal supervisor direction.
- Ability to rapidly learn on-line ordering processes.
- Ability to maintain proper attendance and punctuality standards.
- Ability to operate standard office equipment.
- Ability to function as a contributing team member.
- Ability to type with speed and accuracy.
- Ability to perform basic mathematical calculations.
- Ability to match numbers and names accurately with speed.
- Ability to file alphabetically, numerically, and /or by subject matter.
- Ability to keep confidential program records and reports.
- Ability to analyze and problem-solve work assignments.
- Ability to trace and correct routine clerical recording and data processing errors.
- Ability to read and write in English with strong emphasis on correct grammar, spelling, and punctuation.
- Ability to learn the policies and procedures of WVU, WVUES, and the Families & Health Programs unit.
- Ability to travel to trainings, conferences, etc.

The requirements listed below are the behavioral competencies required for the position. To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed. Demonstrated ability to function effectively in a fast-paced conferencing office environment with staff of varied education levels, technical disciplines, and cultural backgrounds.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values. Demonstrated ability to maintain confidentiality and protect the proprietary nature of information contained in the daily course of work.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approaches or method to best fit the situation; able to deal with frequent change, delays, or unexpected events. Ability to quickly and effectively learn new information, such as technical terminology and the mission/goals/policies/procedures of WVU and WVU Extension Service.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Demonstrated ability to establish and maintain effective relationships and deal tactfully with other departments, organizational units, related programs, and external agencies.

Experience

1. In addition to the knowledge/education, please describe the type and **least** amount of **prior directly related** work

experience typically required, if any, for a person coming into this position. Experience listed here is considered as concurrent not cumulative.

Type of Experience Needed	Amount of Experienced Needed (Months/Years)
▪ Using various software packages to create graphs, tables, spreadsheets, multimedia presentations, etc.	▪ 1-2 years

The knowledge, skills and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job is acceptable.

V. COMPLEXITY AND PROBLEM SOLVING

This section measures the degree of problem solving required, the types of problems encountered, and how these problems are solved. Consider the amount of judgment and thought required as determined by the complexity of duties. Also consider whether guidelines, standards, and precedents are available to assist in solving problems.

Please list the common types of problems faced in this position and the course of action you take to solve these problems.

- Must function as a team player with other staff and faculty in order for work to flow on schedule. Some faculty may be in travel status over 100 days a year, with multiple tasks assigned prior to and during travel for program delivery. **Time management, decision making and strong communication skills are essential** in dealing with multiple priorities on a daily basis.
- The most common problem this position faces is data validation. The incumbent needs to possess critical thinking skills necessary to independently resolve such a problem and should otherwise consult the immediate supervisor in less than obvious situations for resolution. The database used by this employee contains numerous field structures with a multitude of variables requiring a thorough understanding of their associated parameters in order to sustain accuracy at each step of the process. Also, interactions with faculty and staff across the state require the ability to listen, interpret, understand and communicate clearly to prevent or resolve problems.

VI. FREEDOM OF ACTION

This section measures the degree to which the position is structured as is determined by the types of control placed on work assignments. Controls are exercised in the way assignments are made, how instructions are given to the employee, how work assignments are checked, and how priorities, deadlines and objectives are set. Controls are exercised through established precedents, policies, procedures, laws and regulations which tend to limit the employee's freedom of action.

1. Describe the type of guidance and review the supervisor gives the incumbent in this job and how often (i.e., daily, weekly) the supervisor checks or inspects the work.

Type of Guidance and Review	How Often
▪ Position receives guidance from the immediate supervisor.	▪ As needed
▪ Interaction with faculty and staff in the Families and Health Programs unit,	▪ As needed (daily and long range)
▪ Performance review	▪ Annually

2. Describe the policies and procedures or formal regulations which guide the actions in this job.

- Policies and regulations specifically outlined in the WVU Policy and Procedures Manual, West Virginia Board of Governors, USDA, and other programmatic policies and procedures vital to performing assigned duties.

VII. SCOPE AND EFFECT

This section measures the position's responsibility for accomplishing the mission of the institution and West Virginia higher education systems. **Describe** the types of decisions regularly required of the position, and how the position's work product supports, guides or develops the goals of the work unit, department, and institution. Take into consideration the size of the area that could be affected if the position's duties were preformed incorrectly and any long-term effects of such an error. Assume that any error is not due to sabotage, mischief or lack of responsible attention and care for the duties of the position.

- Reports are a major component of accountability for federal, state or local funds allocated for programs. Errors in data entry/reporting can result in the loss of credibility, public confidence, and future funding possibilities.
- Feedback to Families and Health Program faculty, staff and clients can impact program's effectiveness and integrity.

VIII. BREADTH OF RESPONSIBILITY

For what functional area(s) does this job have formal and ongoing management accountability and responsibility? List the specific functional areas of management responsibility and briefly indicate the level of responsibility and accountability with respect to primary activities performed.

[***Note: Not applicable to classified positions at WVU. No information needed here.***]

Functional Area	Management Responsibility/Accountability
N/A	**N/A**

IX. CONTACTS

This section appraises the responsibility for working with or through other people within and outside the State College and University System of West Virginia to get results. Consider the purpose and level of contact encountered on a regular, recurring and essential basis during operations. Consider whether the contacts involve furnishing or obtaining information, explaining policies or discussing controversial issues. This factor considers only those contacts outside the job's immediate work area.

INTRA SYSTEMS (within the West Virginia Higher Education Systems)

With whom does the position regularly communicate within West Virginia higher education systems in order to perform the duties (e.g., faculty members outside your area, managers of other units, Vice Presidents)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

Title	Communicate About What	How Often
▪ Other WVU units (OIT Help Desk, Copy Center)	▪ Information exchange	▪ As needed
▪ WVU ES faculty/staff on campus and in county offices	▪ Information exchange	▪ As needed

EXTERNAL (outside the West Virginia Higher Education Systems)

With whom does the position regularly communicate outside the West Virginia higher education systems to perform the duties (e.g., students, suppliers, governmental agencies, product representatives)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

Title	Communicate About What	How Often
▪ 55 County support staff*	▪ Information exchange	▪ As needed
▪ Suppliers/vendors	▪ Office supplies	▪ Monthly
▪ Other vendors	▪ Printing, copying	▪ As needed

*Not WVU employees

X. DIRECT SUPERVISION EXERCISED

This section looks at the type of supervision this position has over other employees. Consider the degree of direct supervision exercised over others in terms of the level of subordinate jobs in the organization and the nature of work performed. Only the formal assignment of such responsibility should be considered; informal work relationships should not be considered. Supervision of student workers may be taken into account if they are essential to the daily operation of the unit. Do not include temporary or contract employees. **The Human Resources Office will verify the types of employees supervised.**

1. Are you responsible for assigning tasks and monitoring the work of others (lead)?

Yes: ☐ No: ☒

Title	Headcount	Total FTE (to be verified by HR Office)
▪	▪	▪

2. Are you responsible for hiring, firing, performance appraisals, etc. for others?

Yes: ☐ No: ☒

Title	Headcount	Total FTE (to be verified by HR Office)
▪	▪	▪

3. Does this position supervise students who are essential to the daily operations of the Unit?

Yes: ☐ No: ☒

If yes, please indicate the total number of FTE students supervised and briefly describe the function of the students.

Function	Headcount	Total FTE (to be verified by HR Office)
▪	▪	▪

XI. INDIRECT SUPERVISION EXERCISED (Supervision over first-line supervisors)

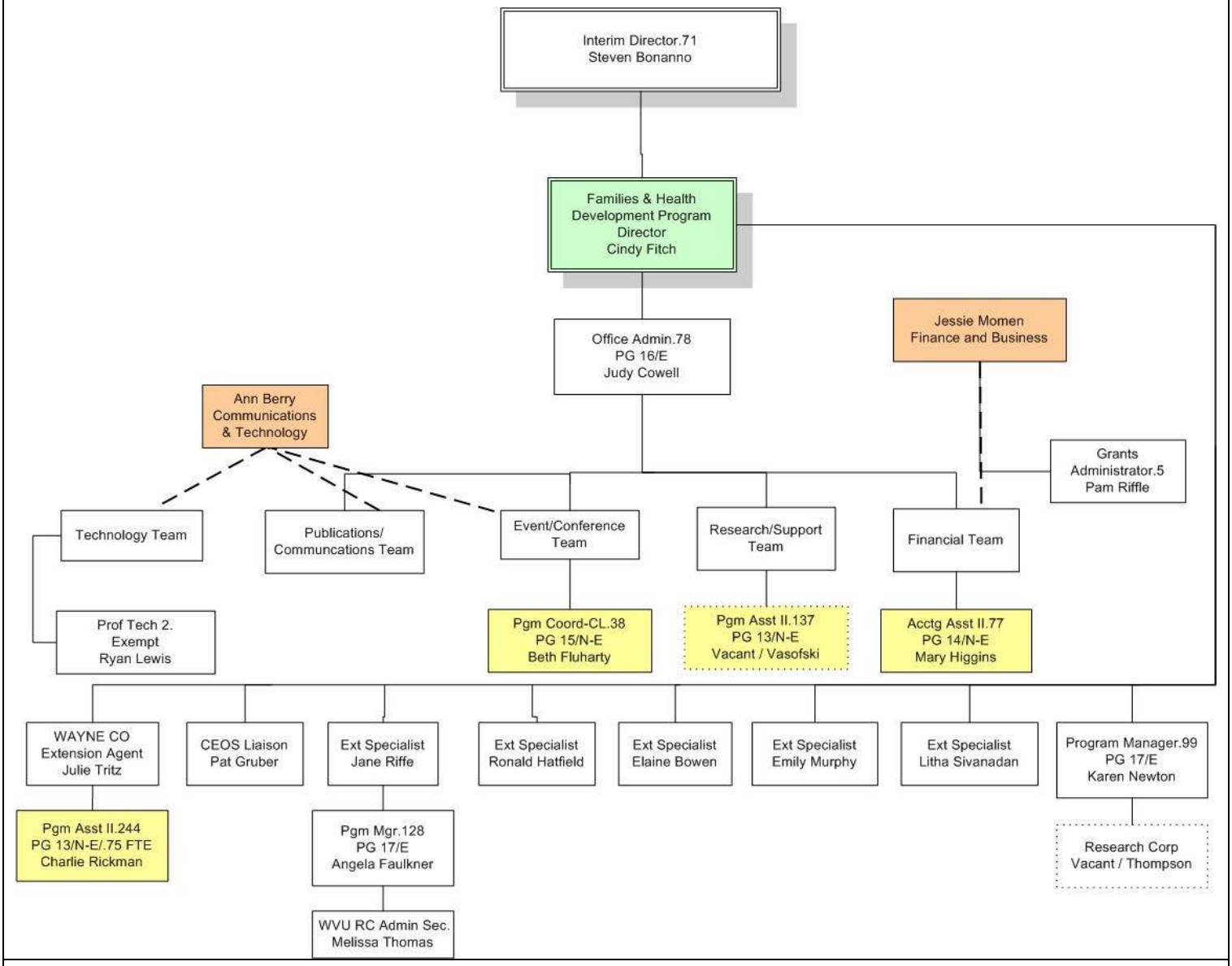
This section considers the position's responsibility for the indirect supervision of subordinates informal work relationships are not considered. Indicate the number of indirect employees under this position's line of authority. The number of subordinates should be reported in full-time equivalency (FTE) and not head count.

1. List the official title(s) of the employee(s) this position indirectly supervises.

Title	Headcount	Total FTE (to be verified by HR Office)
▪	▪	▪

ORGANIZATIONAL REPORTING RELATIONSHIPS

- PLEASE ATTACH A FLOW CHART FOR YOUR ENTIRE DIVISION AND/OR DEPARTMENT TO THIS PIQ. ***FAILURE TO PROVIDE THIS FLOW CHART WILL RESULT IN A DELAY IN THE PIQ REVIEW PROCESS!***



XII. PHYSICAL COORDINATION

This section looks at the motor skills involved in performing this job. Consider the following issues; complexity of body movements; speed/timing of movements; precision of movements; and need for close visual attention.

Please give an example of the physical coordination required to perform this job, such as the amount of accuracy required to use a hand or power tool or operate a specific instrument or type of equipment.

- Requires ability to use simple tools and a personal computer. High level of manual dexterity to operate computer keyboard, fax machine, photocopier, telephone, and collating information packet materials. Constant eye movement when working on computer.

XIII. WORKING CONDITIONS

This section considers the quality of working conditions as measured by lighting adequacy, temperature extremes and variations, noise pollution, exposure to fumes, chemicals, radiation, contagious diseases, heights and/or other related hazardous conditions.

Check all items that describe the conditions or environment, in which the position works and provide an example:
Frequency (FQ):

A=All of the Time (90% or more per year) **M**=Most of the Time (50% or more per year)
S=Some of the Time (Less than 50% per year) **R**=Rarely (Less than 10% per year) **N**=Never

Condition	Frequency	Example
Normal office environment	A	Most work is performed in a seated position at a desk.
Use of computer	A	Daily use of desktop computer.
Inadequate ventilation	N	
Extremes in temperature	N	
Outside weather conditions	N	
Wetness/humidity	N	
Dust/fumes/odor *(from normal daily conditions)*	R	
Heights *(over 10 feet)*	N	
Moving parts *(tools and machinery)*	N	
Vibrations	N	
Electrical current	N	
Excessive noise	N	
Respirables *(asbestos, silica, coal, e.g.)*	N	
Animals	N	
Radiation	N	
Chemicals	N	
Toxic conditions/fumes	N	
Contagious diseases	N	
Body fluids	N	
Other *(please list)*:		

XIV. PHYSICAL DEMANDS

This section measures the physical demands of the job as measured by the exertion placed on the skeletal, muscular and cardiovascular systems of the incumbent. Consider both how much and how often it occurs.

Describe any physical effort in the job, such as standing, lifting, carrying, bending, walking, etc., and list how often (daily, weekly, etc.) it happens.

Physical Effort	How Often
▪ Lifting more than 30 pounds	▪ Occasionally
▪ Extended periods of sitting at a computer typing	▪ Daily

Program Assistant II.137 – Closing Date 05/11/2012

Application Process:

- Applicants must follow West Virginia University application guidelines when applying for classified positions.
- It is the responsibility of each applicant to provide the Department of Human Resources with written documentation supporting qualifications for the position.
- An incomplete application may disqualify you from further consideration.
- All information on the form MUST be current.
- This will ensure your application for employment receives a complete and thorough review.
- Application packets must be received by 5:00 p.m. of the closing date.
- Applicants cannot fax any of their application materials.

***CLOSING DATE FOR APPLICATIONS*: 05/11/2012**

Send completed applications to:

West Virginia University
Department of Human Resources/Employment Unit
PO Box 6640
Morgantown WV 26506-6640