DATE:	**7/19/2018**		POSITION #:	**PS9879**

NAME OF INCUMBENT(S):	

JOB TITLE:	**PT Support Union**		
DIVISION:	**Health and Human Services**		
PROGRAM:	**HHS Academic Programs**		
PAY TABLE/LEVEL/GRADE:	**S3**	REPORTS TO:	**FA9763**

STATUS: *Please click the appropriate boxes that apply.*

☑ Regular/Continuing   ☐ Temporary/Limited Duration   ☐ Full-Time (40 hrs/wk)

☑ Bargaining Unit: CTU   ☐ Individual Position   ☑ Part-Time: __28__ Hours/Week

☐ Non-Bargaining   ☑ Pooled Position:

☐ Provisional/Grant Funded   __2__ No. of Employee if this position is pooled.

JOB SUMMARY: (*This section should summarize the overall purpose ("mission") of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.*)

This position's main tasks provide support to the program directors, lead support, faculty and staff of the HHS academic programs, including the Fitness and Wellness Programs. Supports HHS division programs as needed. Provide accurate information and referrals regarding program, division and college policies and procedures to faculty, staff, students and the public. Perform tasks that are essential to instruction.

DIRECT REPORTS: (*If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised*).

Direct Report(s):	**none**

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). "Other duties, as assigned," are implicit in all position descriptions.*

%	No.	Essential Duties and Responsibilities
35	1	Assist in coordinating, prioritizing and delegating daily clerical operations of the support staff team, to provide exceptional customer service. Provide coverage of office reception desk to assist students, faculty, administrators, and visitors to the college. Problem solve, provide conflict resolution, and effectively communicate information to students, staff, faculty and the general public for the smooth operation of the department.

<u>30</u>	2	Coordinate supply inventory and purchase supplies and equipment for the office, fitness facilities, and for instruction. Verify budget availability and reconcile expense reports in Concur as required.
<u>10</u>	3	Assist with oversight of office systems for improved work flow. Administer and process paperwork to ensure an efficient office operation and compliance with College policies and procedures. Includes: correspondence; student course approvals, holds, drops/adds; room reservations; college forms; program handbook.
<u>10</u>	4	Assist with hiring, training, mentoring, and implementing the professional development of office support staff (student staff) to create a knowledgeable service oriented team environment.
<u>10</u>	8	Organize incoming work requests, input requests accurately on to the 5 Star Service Center, and follow up with ongoing projects as necessary including requests such as vehicle requests, Physical Plant requests, and print service requests.
<u>5</u>	9	Act as a liaison with the general public, across campus, and within the division to ensure accurate information is communicated. Participate in divisional and college wide meetings and committees to provide input and assist with decision making.

CORE COMPETENCIES. *Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.*

<u>Knowledge</u>: *Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job.*
- Proficient in Windows based computer software word processing application.
- Working knowledge of database, spreadsheet, and other college computer applications particularly Access.
- Working knowledge of proper billing and money handling procedures.
- In-depth knowledge of college procedures and academic discipline requirements.

<u>Communication/Influence</u>: *Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing "customers".*
- Ability to provide exceptional customer service.
- Advanced verbal and written communication skills.
- Perceptive, good listener.
- Effective interpersonal relationship skills.
- Good office and phone etiquette.

<u>PROBLEM SOLVING</u>: *Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.*
- Ability to assess, prioritize, and perform a variety of changing tasks.
- Ability to learn new systems and processes quickly.
- Ongoing evaluation of procedures to ensure exceptional customer service.
- Conflict resolution skills.

<u>Leadership</u>: *Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.*
- Provide leadership for service center and support staff.
- Team building skills to build an integrated service center.
- Manage faculty requests and workload in a fast paced environment.

<u>Other</u>: *Other applicable skills and abilities not mentioned above.*
- Commitment to College vision.
- Respect for all people.
- Objective and independent.
- Resourceful and quick thinking.

EDUCATIONAL/EXPERIENCE REQUIREMENTS: *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

High school diploma or equivalent required.
Knowledge of database and spreadsheet creation and maintenance required.
Customer service skills required.
Some experience working in an office setting required.
Two (2) years secretarial/office experience preferred.

PHYSICAL AND MENTAL REQUIREMENTS: *Complete the physical and mental demands on the attached <u>ADA Checklist</u> that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* **Go to the ADA Checklist.**

WORK ENVIRONMENT: *Complete the work environment characteristics on the attached <u>ADA Checklist</u> that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* **Go to the ADA Checklist.**

Incumbent's Name (if any).		**Incumbent's Signature***		**Date**	
Supervisor's Name	**Elizabeth Burger**	**Supervisor's Signature***		**Date**	
Dean/ELT's Name	**Margherita Clark**	**Dean/ELT's Signature**		**Date**	
Note: Signature means approval, otherwise return for signatures.					
Human Resources Rep.		**HR Rep Signature**		**Date**	
Note: Position description to be reviewed annually, upon posting or transfer of person or position.					

Lansing Community College   ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: **PS9879**	Date: **7/19/2018**	Supervisor's Position #: **FA9763**

Materials Used:

  Standard Office Equipment:

- ☑ Computer keyboard, mouse, screen (either desktop or laptop)
- ☑ Various software (spreadsheet, word-processing, web-base, other media)
- ☑ Telephone, blackberry, fax
- ☑ Paper and Pencil/pen
- ☑ Projector and Screen
- ☑ Copier. collator, reproduction

Others, please list:

Standard Trades Equipment:

- ☐ Carpentry
- ☐ Electrical
- ☐ Plumbing

Others repair/maintenance tools, please list:

Mental Functions:

- ☑ Comparing (compare/contrast data, people, things)
- ☑ Copying (entering, posting, transcribing data)
- ☑ Synthesizing (combine data, concepts, interpretations)
- ☑ Analyzing (examine, test data, present alternative actions)
- ☑ Computing (math calculations or carrying out formula operations)
- ☑ Compiling (gathering, classifying, evaluating data, people, things)

Auditory Functions:

- ☑ Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- ☑ Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

Visionary Functions:

- ☑ Near acuity (at 20 inches or less when minute accuracy is essential)
- ☑ Far acuity (more than 20 inches when day and night/dark conditions are essential)
- ☑ Depth perception (3 dimensional vision, judge distances, space)
- ☑ Color vision (distinguish colors)
- ☑ Field of vision (up-down and right-left)

Smell and Tasting Functions:

- ☐ Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- ☐ Climbing
- ☐ Kneeling
- ☑ Reaching
- ☐ Balancing
- ☐ Crouching
- ☑ Grasping
- ☐ Stooping
- ☐ Crawling
- ☑ Picking/Typing/Keyboarding
- ☐ Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
- ☑ Light (exert upt to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
- ☐ Medium (exert 21-50 lbs of force, walk/stand frequently)
- ☐ Heavy (exert 51-100 lbs of force, walk/stand routinely)
- ☐ Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions:

- ☐ Weather (rain, snow, wind)
- ☐ Vibrations
- ☐ Extreme cold (inside, outside)
- ☐ Hazards (fumes, odors, dust, toxic chemicals, allergens,
- ☐ Extreme heat (inside, outside)
- ☐ Extreme noises
- ☐ Confined/restricted spaces
- ☐ Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock)

Based upon www.job-analyis.net