

July 2013

**SANTA BARBARA COMMUNITY COLLEGE DISTRICT**

**CLASSIFICATION: CLASSIFIED**

**CLASS TITLE: NURSING PROGRAMS  
SUPPORT SPECIALIST**

**SALARY TABLE: 29**

**SALARY RANGE: 28**

**BASIC FUNCTION:**

Under the direction of the Department Chair/Director-ADN Program, perform a variety of specialized duties in support of Health Technology health and nursing programs; plan, coordinate and organize office activities and coordinate flow of communications, correspondence and information for Health Technology departments; prepare and maintain a variety of manual and automated records and reports.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

Perform a variety of specialized duties in support of Health Technology health and nursing programs; assure smooth and efficient office operations, and proper and timely completion of projects and activities; plan, coordinate and organize office activities and coordinate flow of communications and information for Health Technology departments.

Provide technical information and assistance to applicants, administrators, faculty, staff, students and the public concerning Health Technology departments, programs, operations, applications and related functions, activities, standards, requirements, services, policies and procedures.

Serve as the primary secretary to Health Technology department chairs; provide public relations and communication services; initiate and receive telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Receive visitors; provide assistance or direct to appropriate staff; respond to inquiries and provide assistance and information; exercise independent judgment in resolving a variety of issues; refer difficult issues to administrators.

Receive, review, process and file applications for Health Technology programs; prepare folders for applicant records; verify applicant eligibility; compile and request transcripts and other student information as needed; keep applicants current regarding application status.

Compile information and prepare and maintain a variety of records, reports and files related to applications, programs, minutes, students, waiting lists, prerequisites, graduates, questionnaires and assigned activities.

Input and update applicant, program and other data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, tables and charts, and

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generate various computerized lists, reports and documents; assure accuracy of input and output data.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, announcements, bulletins, agenda items, lists, notices and other materials; review, revise, edit, format and proofread a variety of documents and information.

Research, compile and verify a variety of data and information related to applicants and health and nursing programs; duplicate, assemble, distribute, collect, verify and assure accuracy and completeness of various documents.

Coordinate and attend a variety of meetings as assigned; compile and prepare agenda items and other required information and materials for meetings and other events; take, transcribe and distribute minutes as directed.

Perform special projects and prepare various forms and reports on behalf of Health Technology department chairs; attend to administrative details on special matters as assigned.

Communicate with applicants, personnel, various outside agencies, students and the public to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; perform minor maintenance and repairs on equipment as directed; arrange for equipment maintenance and repairs as needed.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Maintain appointment and activity schedules and calendars for department chairs as required; coordinate travel arrangements and hotel reservations as needed; reserve facilities, equipment, services and supplies for meetings and other events as needed.

Monitor inventory levels of office supplies; order, receive and maintain appropriate inventory levels of supplies; prepare and process purchase orders and requisitions as directed.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Terminology, practices and procedures of assigned office .

Organization, operations, policies and objectives of Health Services health and nursing programs and activities.

Modern office practices, procedures and equipment.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

Practices, procedures and techniques involved in the processing of applications.

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Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Data control procedures and data entry operations.  
Interpersonal skills using tact, patience and courtesy.  
Operation of a computer and assigned software.  
Oral and written communication skills.  
Methods of collecting and organizing data and information.

**ABILITY TO:**

Perform a variety of specialized duties in support of Health Technology health and nursing programs.  
Provide technical information and concerning Health Technology departments, programs, operations, applications and related standards, requirements, services, policies and procedures.  
Receive, review, process and file applications for Health Technology programs.  
Assure smooth and efficient office operations.  
Compose correspondence and written materials independently or from oral instructions.  
Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.  
Type or input data at an acceptable rate of speed.  
Understand and resolve issues, complaints or problems.  
Answer telephones and greet the public courteously.  
Communicate in a designated second language as assigned by the position.  
Complete work with many interruptions.  
Compile and verify data and prepare reports.  
Maintain a variety of records, logs and files.  
Utilize a computer to input data, maintain automated records and generate computerized reports.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Work independently with little direction.  
Communicate effectively both orally and in writing.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and four years of clerical or secretarial experience involving frequent public contact including some work with health or nursing programs in a college or similar environment.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders and horizontally.