

Position Description

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Report Run Date

Position Number: 02015992

Dept: INTERNATIONAL & ACADEMIC ENGLISH - 063090

Position: IAE PROGRAM ASSISTANT

Approved Payroll Title Code: 4722

Approved Payroll Title: _____ ASSISTANT III

Approved MSP Salary Grade:

Approved PSS Salary Grade: 0

POSITION DETAILS

Under supervision of the Director for International and Academic English in the Office of the Vice Provost for Undergraduate Education, responsible for a range of administrative, business, and advising functions to support international undergraduate and graduate programs.

Job Summary: Coordinate and manage communications to incoming multilingual freshmen regarding English language testing and policies. Disseminate student testing results to campus entities. Advise students on English language placement options, results and resources. Provide administrative support to the Director including gathering information for resource projections, preparing summary conclusions, writing and editing reports, analyzing and maintaining student data. Oversee the administrative functions related to the PAL intercultural exchange program and plan quarterly and annual events.

Campus Job Scope:

International and Academic English strives to ensure academic success for multilingual students, both domestic and international by using data to identify barriers to multilingual student success and partnering with campus entities to build programs to overcome them. As part of the mission, IAE insures that multilingual students, a population that represents approximately 10% of the total student body, are given fair and equitable access to English language testing, resources and develops programs that build their Academic English skills and confidence.

Department Specific Job Scope:

Positions Supervised: Variable FTE - Supervise student employee(s).

Essential Responsibilities: 30% COMMUNICATIONS/EDITING
Oversee the International and Academic English (IAE) website. Responsible for structural, visual, and content components. Work with graphic designers, programmers, and students to achieve desired results. Write content, commission graphic elements, restructure for ease of navigability, continually modify for relevance, and endeavor to formulate the most robust and comprehensive site possible.

Develop & coordinate student outreach for incoming multilingual students regarding English language testing policies, requirements, results and resources utilizing the most current methods/modes available at UC Davis.

Stay informed of current policies/procedures regarding English language requirements & be the frontline source of information in responding to faculty, staff & student inquiries. Respond to individual inquiries to IAE providing tailored responses appropriate to audience language awareness & ability.

Edit a variety of reports, presentations, and correspondence.

Develop, review, and update reference manuals/procedures.

30% PROGRAM ADMINISTRATION

Provide administrative support to the Director including gathering information for resource projections, preparing summary conclusions, and writing and editing reports. Keep the Director informed of critical & important issues.

Compile & analyze data to identify students with potential ESL needs and disseminate that information to campus stakeholders. Serve as primary liaison to University Writing Program (UWP) and Entry Level Writing Program (ELWP) for coordination of the English Language Placement Exam (ELPE) and fulfillment of ELWR. Identify student exceptions & assist in the processing of student extensions.

Review financial account for conformity with University policies and procedures. Maintain budget control records, monitor & analyze financial resources. Process financial transactions including appointments for student appointments manage & reconcile travel & entertainment expenses for program related needs, purchasing, ledger review & account management. Provide expertise in the application & use of systems related to DaFIS Decision Support, Payroll/Personnel Decision Support, Quali Financial System, Aggie Buy, Online Pre Purchasing & Aggie Travel.

Organize & document meetings for IAE. Coordinate student employee searches & hiring.

Assist with room reservations, communications and tracking for the Test for Oral English Proficiency (TOEP) for multilingual graduate students.

20% PROGRAM/PROJECT MANAGEMENT

Manage projects related to international student support, outreach, and strategic communications in support of English language testing, resources and policies. Identify & make recommendations for streamlining & standardizing processes.

Oversee the PAL intercultural exchange program pairing system and the tracking of participation and event attendance with the use of web applications and other tools. Assist with scheduling and coordinate with appropriate academic units for CRNs, PTAs and the collection of final coursework and submission of grades for students earning credit.

Coordinate small and large events. Reserve locations, schedule catering, monitor spending and manage communications.

15% STUDENT ADVISING

Provide detailed, clear advice via email, phone, & in person regarding English language policies testing requirements, test preparation, coursework, and resources both on and off campus. Ensure that advice and data regarding English language placement/testing is documented, current and available to UC Davis advising staff using appropriate campus data systems. Maintain confidential material and records.

5% SPECIAL ASSIGNMENTS

Assist VPUE units in other duties as needed, such as participation in intra-office workgroups, meetings, & program support.

Physical Demands:

Sit at desk/computer, reading fine print and viewing computer screens for extended periods of time.

Bend, stoop, reach and lift shift boxes, equipment, supplies, and files weighing up to 30 lbs.

Travel to various campus office locations throughout the year.

Work in open workspace with office noise.

Manage and complete projects in an environment with multiple deadlines, frequent interruptions, background distractions, traffic and noise from competing activities.

Vacations restricted during peak periods.

Work Environment: Work flexible schedule and occasional overtime during evenings, weekends and holidays to meet operational needs.

Employee is personally responsible for following health and safety guidelines/instructions.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Program management skills and experience to identify and prioritize duties effectively, manage work assignments, work under pressure of deadlines, communicate with sizeable numbers of student contacts, and uneven time constraints, maintaining a high level of productivity in a dynamic, fast-paced, high volume environment.

Demonstrated interpersonal and communication skills to clearly and effectively interact collaboratively and professionally in person, in writing and on the telephone with a diverse group of individuals, including faculty, staff, students, and parents to provide information to clarify situations and resolve problems; to effectively produce correspondence, publications (websites, marketing brochures, etc.), reports, etc.

Analytical and problem-solving skills to independently analyze and summarize data, create reports, anticipate problems and recommend creative solutions.

Minimum Qualifications: Experience and ability to compose, edit and proofread correspondence, reports, website content and other documents for accuracy, consistency of format, spelling, grammar, language and professional appearance and style.

Experience recruiting, selecting, training and supervising student employees.

Skills to analyze and present complex data and materials to student audiences.

Experience performing financial reporting, general ledger reconciliation, accounts payable, and data management

Demonstrated event-planning skills to oversee and evaluate event requirements, develop comprehensive cost projections and provide complete event management for university clients within complex university guidelines related to use of campus facilities and services.

Experience working with spreadsheets, word-processing, databases, e-mail, financial and website applications.

Preferred Qualifications for Selection:

Demonstrated experience working with and advising international college students, using tact and cultural sensitivity to address the academic, personal & social issues they encounter.

Knowledge of campus and departmental policies and procedures related to student programs, such as confidentiality of student records, registration procedures, administrative policies and academic deadlines.

Experience with travel and entertainment reimbursements and payment processing, knowledge of policies and procedures pertaining to accounting, purchasing and payroll.

Experience using UCD automated financial and accounting systems to complete assignments.

Training and experience in teaching English as a Second Language (ESL).

Experience with implementation of ESL programs aimed at undergraduate international students.

Training and experience in assessing proficiency in ESL.