



Position Title:	Program Leader	Job Code:	0709
Reports To:	Director	Job Group:	PENC
Department:	College Wide Call Center	Salary Grade:	12
Prepared By/Date:	Ileana Patron/06-29-2009	FLSA Status:	Exempt
Approved By/Date:	Elisabet Vizoso/ 06-29-2009		
Revised:	Jennifer C. Brito/07-29-2009		

Summary:

The Program Leader is the first contact with prospective students and the public by providing information about the program, events and opportunities at MDC. The Program Leader helps current students with registration, advisement, and information of what they need to do to complete their programs of study at MDC via phone, by email and chat.

Essential Duties and Responsibilities:

- Communicate with the general public and prospective students to inform them of the programs offered at MDC, the admission/registration process and the event-taking place at the college.
- Offer comprehensive information at a centralized place to avoid excessive transfers and confusing information to those interested in Miami Dade College
- Advise current students about their academic standing
- Assist in selecting the classes they should register for
- Inform students on what they need to do to resolve a situation that is beyond what we can help them with
- Help students resolve issues that prevent them from attending or registering classes
- Maintain database of information that the department uses as a reference
- Update the information that the department has on a regular basis
- Perform other related duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of student services department
- Posses excellent verbal skills
- Be computer literate
- Be resourceful about seeking necessary information to respond to students
- Be adaptable to change and be sensitive to a diverse population

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger,

handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's degree and three (3) years of experience in the area of Student Services

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name