



Position: DOSA Administrative and Office Specialist

Department: Opportunity, Success & Achievement

Employment type: Part-time, 20 hours or less

Overview: As a member of the Opportunity, Success and Achievement team, the Administrative & Office Specialist I performs customer services to support PVCC students, staff, faculty, community members and stakeholders with addressing the achievement gap between minorities and nonminority students at PVCC. The Administrative and Office Specialist will promote the PVCC mission and values, and collaborate with others to educate the PVCC community on how to address these achievement gaps. They will oversee the day to day operations of the DOSA's office and ensure that all students seeking support from this office are being treated with dignity and respect.

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Proactively seek growth opportunities and model goal-oriented behavior.
- **Tasks:**
 - Seek out training and professional development opportunities to enhance skills.
 - Set and pursue career development goals, and model goal-setting for students.
 - Advocate for oneself and others, providing students with self-advocacy skills.

Communication:

- **Skills:** Clear, organized communication with respect for diverse communication needs.
- **Tasks:**
 - Answer and direct phone calls, and provide general support to visitors.
 - Use verbal, written, and non-verbal communication effectively, adapting to diverse learning styles and cultural differences.
 - Respond empathetically to the needs of students and other individuals.

Critical Thinking:

- **Skills:** Problem-solving using inclusive reasoning and effective multi-tasking.
- **Tasks:**
 - Make decisions and solve problems with sound judgment and an inclusive approach.
 - Multi-task efficiently in a fast-paced environment.
 - Anticipate needs and prioritize tasks proactively.

Equity and Inclusion:

- **Skills:** Awareness and action to address systemic inequities and biases.
- **Tasks:**
 - Maintain an open mind and adapt to diverse ideas and perspectives.
 - Identify and help eliminate barriers related to racism, inequities, and biases.
 - Assist students in accessing resources to address basic needs and challenges.

Leadership:

- **Skills:** Role modeling, motivating others, and building mutual trust.
- **Tasks:**
 - Approach tasks with confidence and a positive attitude, serving as a role model.
 - Inspire and motivate students and colleagues by encouraging and building trust.

Professionalism:

- **Skills:** Integrity, dependability, and attention to detail.
- **Tasks:**
 - Act with integrity and accountability to self, others, and the organization.

- Demonstrate reliability by consistently attending work and meetings.
- Maintain attention to detail, minimizing errors and acting as the primary contact for clients.

Teamwork:

- **Skills:** Collaborative relationship-building and effective communication.
- **Tasks:**
 - Listen carefully and understand others' perspectives, asking appropriate questions.
 - Build and maintain positive relationships with supervisors and team members.

Technology:

- **Skills:** Effective use of technology to enhance work efficiency and productivity.
- **Tasks:**
 - Utilize technology to improve work processes and efficiency.
 - Become familiar with technology used in the Student Financial Resource Center (SFRC) and assist students with using Single Stop.

Additional Responsibilities:

- Oversee daily operations of the DOSA office.
- Educate the PVCC community on addressing achievement gaps between minority and non-minority students.

Required Qualifications:

- Strong customer service skills.
- Ability to manage multiple tasks effectively.
- Commitment to supporting student success and addressing achievement gaps.

Additional Considerations:

- Experience in office administration or a similar role.
- Familiarity with technology used in student support services.

By fulfilling these responsibilities, you will contribute to the success and achievement of PVCC students, ensure effective office operations, and gain valuable experience in administrative support and student services.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu