Program and Community Assistant Position Description 2017

Position Title: Program and Community Assistant (PACA)

Summer Academic Programs Office Description
The Summer Academic Programs Office at Carleton College manages summer conferences, pre-college programs, and events. We welcome between 1,000 – 2,000 guests onto campus in the summer for educational opportunities. While specific duties vary from program to program throughout the summer, the time and attention of a PACA is almost always in demand. Some days, PACAs will spend the majority of their day in the office preparing materials for upcoming programs; other days, coffee breaks, running errands, organizing/attending events, or organizing/attending activities & field trips.

Position Schedule and Benefits:
- Part Time: Winter/Spring Term (not required, not to exceed 8-10 hours/week)
- Full Time: June – August
- A Summer Room & Board plan while programs are in session
- Off campus meals and trips
- Advanced training for policies and customer service
- A fun summer work environment

Responsible to:
- Jeremy Updike, Director, Summer Academic Programs
- Amanda Williams & Katie Lauer, Coordinators, Summer Academic Programs

Qualifications and Requirements:
This position is open to all currently enrolled Carleton students, priority is given to all students enrolled in the following fall term.
- Applicants must have an interest in working with high school juniors and seniors, possess the ability to enforce campus policies, and need to be able to organize a wide variety of activities (athletic & non-athletic, games, dances, etc.).
- PACAs are required to live in the residence halls, with the program participants, during certain programs in the summer.
- Preference will be given to applicants who are able/eligible to drive college vehicles.
- Applicants should be available to start working part-time in the spring term of their hiring year in addition to the full summer. Consideration will be made for applicants participating in off-campus programs, and students who have full-time positions in the spring (ie. RAs, TA’s, and peer leaders).

Desired Qualifications:
- Experience as an RA or camp counselor
- Demonstrated success in a Peer Leadership Role

Summer Responsibilities (we’ll train you):

**Leadership**
Applicants should model leadership and time management skills. Be able to work independently on special projects, lead special events, and represent Carleton to all outside individuals. Demonstrate a commitment to maintaining order and making sure students are following proper procedures and program rules. Maintain security and safety of residents while on campus.

**Teamwork**
Learn to balance your energy and patience on a team that works in a small space to accomplish large events. With guidance, work with your team to successfully work through any concerns and build relationships. Attend and participate in weekly team meetings.
**Office Skills**

Print and prepare professional documents for conference and high school participants. Use software programs such as Microsoft Office, Filemaker Pro, OnBase, and Adobe products to assist in making and updating conference materials. Learn to operate a copy machine to process and collate documents. Students will be expected to be able to enter data, type, and file accurately.

**Program and Event Management**

Manage projects assigned by multiple faculty and teachers, share daily duties with other staff and keep your spaces organized and clean, and inventory and itemize different items that Summer Programs uses yearly. Plan activities and events of interest to participants and manage a small programming budget.

**Project Management**

Utilize a project management system to track new projects, progress on current projects, and learn the overall structure of an office. Co-facilitate and lead group discussions of about 15-20 students about current topics and issues.

**Customer Service**

Communicate with participants, parents, community members, and address concerns using customer service skills. More specifically, answer emails and phone calls concerning a specific area of responsibility. Manage a specific area at event check-in and maintain the organization, cleanliness, and structure of the location.

**Other duties as assigned.**

**Expectations of a PACA:**

PACAs are expected to rotate being ‘on-call’ in twenty-four hour shifts during some programs. The PACAs must be on campus, especially in the evening/weekends at night, so that they are available to participants as needed. *At no time should program/community assistants be off campus at the same time while programs are in session unless prior approval has been given by the Director.* No additional employment or off-campus commitments are permitted for the duration of your employment.

Any questions on the position should be directed to: Amanda Williams, ex:4038, awilliams@carleton.edu

All interested applicants must complete the application form by February 20, 2017 or April 6, 2017. The application is available at go.carleton.edu/summer.