Position Title: Program, Community, and Office Assistant (PACA)

Position Schedule and Benefits:
- Full Time: Winter, Spring – 10 hours a week; Summer – 40 hours a week (Part time winter/spring position also available)
- This position is open to currently enrolled Carleton students.
- 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
- Approved drivers may drive summer golf carts

Responsible to:
- Amanda Williams, Coordinator, Summer Academic Programs

Qualifications and Requirements:
This position is open to current Sophomores and Juniors. Freshmen who are alumni of a Carleton Summer Program are also encouraged to apply.
- Applicants should model leadership and time management skills.
- Preference will be given to applicants who are able/eligible to drive college vehicles.
- Applicants should be available to start working in the Winter term and will work in the office until the end of Fall term the following year.
- PACAs must be able to accurately enter data, type, and file.
- PACAs must have excellent organization, time management skills, and they must be flexible and able to work in a team based atmosphere.

Desired Qualifications:
- Demonstrated success in a Peer Leadership Role
- Previous campus employment
- Know procedures/protocols for on-campus emergencies.
- Attend Summer Program’s staff meetings.

Term Responsibilities:
**Office Skills**
- Assist the Coordinators for Summer Programs by answering emails, responding to student requests, uploading student application materials.

**Student Communication Responsibilities**
- Assist the Summer Academic Programs Office in communicating with past SAP students at Carleton. Activities include finals week coffee breaks and new student week welcome events.

**Summer Responsibilities (we’ll train you):**
**Leadership**
- 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.

**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.
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. Track payments and communicate with professional staff on database concerns and projects. Manage a specific area at event check-in and maintain the organization, cleanliness, and structure of the location.

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.

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 ‘on-call’ program assistant must be on campus, especially in the evening/at night, so that they are available to participants as needed. At no time should all program/community assistants be off campus at the same time while programs are in session unless prior approval has been given by the Director.
- PACAs are representatives of Carleton College and are expected to conduct themselves in a manner that reflects credit on themselves and the College at all times.
- PACAs are expected to treat their co-workers with respect, support each other in their work, maintain a positive attitude, provide assistance to each other as needed both in the office and during the evenings and weekends, and consistently act as a positive representative of Carleton College.
- PACAs are expected to refrain from entertaining overnight guests while they are housed in the same building with program participants.

Additional Information
The PACA position requires a large time commitment both in and out of the office; they generally work approximately 40 hours per week, however, the specific days and hours a PACA works will vary week to week and will include many evenings and most weekends. 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, they will be conducting English conversations with Japanese students, preparing coffee breaks, running errands, organizing/attending events, or organizing/attending activities & field trips. 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 possible applicants must complete the application form by November 9, 2018. The application is available at go.carleton.edu/summer.