Program, Community, and Office Assistant
Position Description (Term Position) 2020

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

Position Schedule and Benefits:

- Full Time: Winter, Spring terms – 10 hours a week; Summer Extension Available – 40 hours a week
- This position is open to currently enrolled Carleton students.
- Scheduled term work hours will be between 8am – 5pm in the SLAI Office.

- Summer Extension Details
  - 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:

- Amanda Williams, Assistant Director, Summer Liberal Arts Institute (SLAI)

Qualifications and Requirements:

This position is open to current Carleton students. Previously employed PACAs and Freshmen who are alumni of a Carleton Summer Program are 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 Winter term.
- 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.

Term Responsibilities:

Office Skills

Assist the SLAI Professional Staff by answering emails, responding to student requests, and uploading student application materials. PACAs will also use Slate software to help process summer student applications.

Student Communication Responsibilities

Assist the SLAI Office in communicating with past SAP students at Carleton. Plan activities including finals week coffee breaks and New Student Week welcome events.

Special Projects

Join the team for weekly meetings to discuss the delegation of special projects. Projects could include social media management, summer event planning, or database updates and management.

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

Application review will begin November 8, 2019. The position will stay posted until it is filled. The application is available at go.carleton.edu/summer.

Information on the summer employment extension of this position can be found on the next page.
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, Canva, and Animoto 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.

**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.**

**Additional Summer 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 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.