

Pioneer Technology Center Performance Profile

Title

Work Ready Oklahoma – Administrative and Program Support

Employer Brand

Pioneer Technology Center is an engaging and supportive workplace focused on collaboration, innovation, building relationships and providing high quality programs and services. At Pioneer Technology Center, we are committed to providing our students and clients the services, training, and skills they need with a focus on positive impact for the communities we serve.

Organizational Value

At Pioneer Technology Center our Core Values are: People, Innovation, Character, Learning and Economic Development.

Behaviors

1. Connector – 5: Deliberate, Productive, Disciplined, Focused, Goal-oriented
2. Includer – 5: Dependable, Loyal, Team-focused, Reliable, Responsible
3. Listener – 5: Calm, Agreeable, Good-natured, Kind, Non-confrontational
4. Relator – 5: Supportive, Respectful, Cooperative, Diplomatic, Accepting

Skills

1. Integrity, credibility, and a commitment to and passion for the program's mission – 5
2. Advanced Microsoft Office skills and an ability to become familiar with firm-specific programs and software – 5
3. Strong organizational, multitasking, and problem-solving skills, with exceptional attention to detail and the ability to remain calm and be effective under pressure – 5
4. A proven ability to exercise sound judgment in the performance of responsibilities and the handling of information while upholding confidentiality – 5
5. Excellent verbal and written communication skills and the interpersonal skills to communicate effectively – 5
6. Working in a team environment – 5
7. Manage several project simultaneously – 5
8. Ability to build relationships and relate to students – 5
9. Excellent customer service skills and phone etiquette – 5
10. Understanding of Oklahoma Human Services OHS/TANF and Career Tech programs – 4

Experience

3-5 years related experience and/or training; or equivalent combination of education and experience.

Education & Credentials

High school diploma or HSE required, Bachelor's Degree preferred

Physical Factors

Be able to perform under stress when confronted with emergency, critical, or unusual situations. Physical demands include reaching, handling, finger dexterity, feeling, learning, near acuity, far acuity, depth perception, field of vision, naturally or with correction, close areas, and good eye-hand coordination

Standards of Performance

Work Ready Oklahoma – Administrative and Program Support will be evaluated annually.

FLSA Classification

Exempt

Contract Length

12-month (Grant Funded)

Reporting Relationship

Responsible to Pioneer Technology Center Board of Education, Superintendent/CEO, Executive Director, Full-Time Programs, Instructional Director, WRO Program Coordinator, and WRO Program Manager

Working Relationships

Must develop and maintain a positive working relationship with other Pioneer Technology Center staff members, students, parents, business and industry representatives and interested community members necessary to provide quality educational programs.

Activity Summary

1. Essential Functions

- a. Accurately manage information, data, and resources, including systems for paper and electronic documents, databases, spreadsheets, and other materials and resources
- b. Provide logistical support for meetings and division activities by taking notes and preparing resources
- c. Provide support for the preparation of client reports and internal project management tools
- d. Work with key staff to maintain accurate and thorough records of project activities, program deliverables, and outcomes
- e. Help with the preparation of presentations, spreadsheets, and other materials.
- f. Establish and maintain filing and record keeping for project activities

- 2. Record gathering, maintenance, and management**
 - a. Adhere to strict confidentiality regulations.
 - b. Maintain confidential student files, records, and correspondence.

- 3. Connecting with Customers (internal and external)**
 - a. Answer telephone calls and in person visitors to determine the nature of their business. Provide general information or direct visitors/callers to the appropriate person, or take messages/transfer calls when appropriate personnel are unavailable.

- 4. Secretarial/Office/Program/Organizational support**
 - a. Provide clerical support to the WRO program staff by assisting with student needs, and/or processes as needed. Follow written procedures for all activities associated with WRO.
 - b. Compose, compile, proofread and correct routine correspondence, statistical reports, printed materials, and other communications for grammar, punctuation and spelling in order to produce error-free work.
 - c. Maintain accurate records for state reports, program expenditures, student records, and provide statistical information required by OHS and ODCTE.

- 5. Professional Responsibility**
 - a. Participate in staff training functions, meetings, or other Pioneer Technology Center events as required.
 - b. Responsible for the development and implementation of strategic plan components and continuous improvement goals for areas of responsibility.
 - c. Attend seminars/workshops to upgrade skills and knowledge for your area.
 - d. Maintain professional attitude and appearance when representing Pioneer Technology Center.
 - e. Keep informed of policies affecting the district and assist in upholding and enforcing the board policies and administrative procedures.
 - f. Perform such other tasks, assume other duties and exercise such other authority as may be required or conferred upon me by law or the Board of Education through the Superintendent.