

Exhibit 10

Job Descriptions (Management and Staff)

San Joaquin Valley College Job Description

Job Title: Academic Dean
Department: Academic Affairs
Reports To: Campus Director
Classification: Full-time, Exempt

Summary: Under the direct supervision of the Campus Director and technical supervision of the Director of Instruction, the Academic Dean is responsible for the day-to-day operation of the educational programs and the faculty on the campus.

Essential Duties and Responsibilities:

- Supervises instruction to ensure the integrity of educational programs on the campus through weekly classroom observations
- Coordinates faculty teaching schedules, classroom and lab facilities, and campus activities
- Coordinates faculty recruitment, hiring, and evaluation according to established policies
- Builds capacity of faculty and administration through ongoing professional development
- Coordinates assigned portions of new faculty orientation and training
- Assesses and analyzes student mastery of course and program learning
- Reviews assessment data and adjusts curriculum and instructional methodologies to improve student learning
- Contributes to outcome discussions at the campus, program and institution levels
- Fulfills all duties enumerated within the Statement of Faculty Responsibilities
- Maintains records, statistical reports, examinations, data, and other program-specific items as required by the college, accreditation, or governmental agencies and participates in program reviews, institutional committees, etc. as required
- Performs other duties as assigned

Supervisory Responsibilities: Supervises academic administrative staff, student center coordinators, and is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Services – Manages difficult or emotional employee and/or student situations; responds promptly to employee and/or student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens to get clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Change Management – Communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.

Delegation – Delegates work assignments and matches responsibility to the person; sets expectations and monitors delegated activities; provides recognition for results.

Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others.

Managing People – Takes responsibility for subordinates' activities; makes self available to faculty, staff and students; develops subordinates' skills and encourages growth; improves processes, education and services.

Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions; responds to management direction; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternative plan.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Must possess a minimum of a Baccalaureate degree with a Master's degree preferred in education or related field. Must possess a minimum of 5 years of administrative experience.

Language Skills – Ability to read and interpret documents such as safety rules, and policy and procedure handbooks; ability to write routine reports and correspondence; ability to speak effectively before groups of employees or students of the campus.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to use common sense in all situations; ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

Physical Demands: The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College Job Description

Job Title: Admissions Advisor
Department: Admissions
Reports To: Enrollment Services Director
Classification: Full-time, Non-exempt

Summary: An Admissions Advisor encourages prospective students to use higher education to prepare for professional success. Matching abilities and interests of the applicant with a career education program offered by the College, the advisor offers support, guidance and accountability throughout the enrollment process.

Essential Duties and Responsibilities:

- Answers telephone inquiries.
- Schedules appointments with prospective students.
- Makes admissions presentations to prospective students.
- Completes enrollment package.
- Gives prospective students a tour of the college.
- Schedules placement exams and discusses results with applicants.
- Refers applicants to financial services.
- Follows up by telephone and correspondence for orientation, start date, uniform and supplies.
- Develops leads to supplement general marketing.
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Offers excellent customer service to all applicants; handles difficult or emotional applicant situations; responds promptly to requests for information; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to applicants without interrupting; keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates one-on-one presentation skills.

Teamwork – Balances team and individual goals; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes paperwork correctly and on time; supports organization's goals and values.

Strategic Thinking – Develops strategies to achieve organizational goals; adapts strategy to changing conditions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets organization's goals; strives to increase and surpass goals.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate's Degree and related work experience.

Language Skills – Ability to read and comprehend simple instructions; short correspondence, and memos; ability to write simple correspondence; ability to affectively present information in one-on-one and small group situations to applicants and employees.

Mathematical Skills – Ability to add and subtract, multiply and divide, calculate percentages and ratios.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual must have knowledge of Microsoft Office, Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Other Qualifications: Must be available evenings for workshops and some weekends for seminars.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms; talk and hear. The employee is frequently required to sit, stand and/or walk. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Campus Director
Department: Administration
Reports To: COO
Classification: Full-time, Exempt

Summary: The Campus Director is responsible for the quality, operational effectiveness, growth and successful day-to-day operation of the assigned campus. The position requires exceptional management skills, demonstrated leadership ability, strategic thinking, business acumen, problem solving and technical expertise. This position is accountable for attaining all campus goals and objectives set forth by senior leadership.

Essential Duties and Responsibilities:

- Develops and executes strategic and operational initiatives to achieve student, employee, and business goals
- Effectively manages campus profitability margin
- Ensures campus achievement of enrollment and graduate services' modular, quarterly, and annual goals
- Actively assesses and provides direction to academic leadership, ensuring achievement of student and program outcomes
- Ensures effective human resources management through strategic hiring, developing, leading and evaluating campus management team, staff and faculty
- Identifies opportunities to increase operational efficiencies; employs innovative systems that maximize shared resources to sustain outcomes
- Assures compliance with all established SJVC policies and procedures, as well as federal, state and accreditation mandates
- Maintains an attractive and safe campus environment ensuring facilities are well-maintained, resource needs are forecasted, acquired and effectively implemented
- Develops and maintains partnerships with community stakeholders to increase SJVC presence and foster the student and employee brand
- Implements and supervises the College's Safety Program including the Emergency Action Plan and Injury and Illness Prevention Plan
- Participates in shared governance through committee representation at the campus and institutional level
- Performs other duties as assigned

Supervisory Responsibilities: Manages campus leaders in the admissions, academics, student services and graduate services' departments, and others as appropriate. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Visionary Leadership- Displays passion and optimism; inspires trust and respect; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Results Driven- Sets and consistently meets safety, quality, delivery, volume, timing, cost and productivity targets for performance by the function, department or unit that meets the needs of the operation.

Business Acumen- Informed and applied understanding of how the institution makes money; addresses business situations promptly, yielding favorable financial and performance outcomes

Innovative Thinking- Looks for new and innovative approaches that will improve efficiency; embraces and champions new ideas and encourages others to do likewise; recognizes and rewards people and teams who are creative and innovative.

Judgment- Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Integrity- Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Professionalism- Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability- Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organizational Support- Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication- Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Baccalaureate degree required. Master's degree preferred
- 5+ years' experience in career education
- 2+ years' experience in business operations, preferably with P&L responsibility
- Experience in analyzing data related to student, employee, and business unit outcomes and creating focused strategies for growth
- Must be results oriented and able to manage multiple processes and activities simultaneously
- Previous experience working in a complex work environment with multiple reporting lines
- Strong computer skills (MS Office) and the ability to master software programs for student, employee, and business records

Physical Demands: The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Career Services Advisor
Department: Career Services
Reports to: Career Services Manager
Classification: Full-time, Non-exempt

Summary: The Career Services Advisor provides numerous services that assist students and graduates in obtaining employment. The three major functions of Career Services are Placement, Externship, and the Career Services Seminar while serving both employers and students. Advisors work with students prior to graduation in order to prepare them for practical application of their skills and entering into the job market. Sales standards and goals are set for every function of the Career Services Department in order to achieve placement outcomes through our activity based management system.

Essential Duties and Responsibilities:

Placement

- Conducts job development sales activities such as employer calls and office visits.
- Meets and exceeds daily, weekly, and modular activity goals to achieve modular placement goal.
- Maintains relationship with students and graduates to ensure appropriate interaction with employers.
- Attends business functions, trade shows and professional organizations' meetings for the purposes of networking and employer development.
- Meets with instructors to discuss employer needs and available openings.
- Attends Advisory Board meetings to represent Career Services.

Externship

- Contacts potential sites for the development of new student externship commitments.
- Coordinates and supervises the externship process and provides midterm review to increase extern to hire opportunity.
- Completes required documentation for tracking externship hours and student performance.
- Tracks all medical screening requirements as required for externship site clearance.
- Assesses and analyzes student mastery of course and program learning outcomes.
- Notifies the Registrar when students successfully complete their externship course.

Career Services Seminar

- Provides instruction to help students prepare resumes, employment search strategies, and interview techniques.
- Assist students in job search strategies and provides oversight to assure active participation.
- Manages final assessment of employability through grading course work.

Operational

- Maintains timely and accurate computer and manual records to ensure compliance.
- Administers all orientations for Externship and the Career Services Seminar.
- Ensures timely response to management requests and directives.
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies:

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies:

Technical Job Skills – Possesses sufficient job skills and knowledge to perform the job in a competent manner; is able to demonstrate skills and knowledge in day-to-day situations.

Customer Focus – Personally demonstrates that external or internal customers are a high priority; identifies customer needs and expectations and responds to them in a timely and effective manner; anticipates and prevents delays or other things that can adversely affect the customer; keeps customer informed about the status of pending actions and inquiries about customer satisfaction with products or services.

Planning – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets and meets goals and objectives.

Productivity – Meets or exceeds productivity standards that have been established for organizational level or position; has successfully combined skills, ability and effort level to ensure that expectations related to results/output are achieved.

Results Oriented – Achieves results within established timelines; understands and demonstrates that intentions, activities, and results are not the same; expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results [by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving prior warning].

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate’s Degree; three years of job development or placement experience, preferably in an educational setting.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to students, employees and clients.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College Job Description

Job Title: Financial Aid Officer
Department: Financial Aid
Reports To: Financial Aid Manager

Summary: The Financial Aid Officer assists applicants and students with their eligibility for federal financial aid programs by calculating anticipated awards in PELL, SEOG, Stafford and supplementary loans, and other Title IV and non -Title IV programs. The FAO packages and awards all Title IV and non-Title IV aid for each academic year in Campus Vue. All work is performed within the established governmental regulations and institutional procedures. A high level of ethics is required in the counseling of students.

Essential Duties and Responsibilities:

- Assists students in applying for and receiving financial aid.
- Administers and tracks students' financial aid once it is received.
- Tracks all Financial Aid documents.
- Assures the student is well informed regarding eligibility for funding sources and the responsibilities associated with each.
- Schedules FA payments in the computer.
- Gives prospective students an estimate for Financial Aid.
- Enrolls students with Financial Aid.
- Tracks a student's progress.
- Performs required document tracking for drops, terminations, and graduates including R2T4, PWD, and loan exit materials.
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Possesses an extensive expertise in the area of student loan programs; synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures; performs work with accuracy.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive or negative situations with students, employees and the business community; listens and gets clarification; responds well to questions; demonstrates one on one presentation skills.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; coordinates a wide variety of activities and meets required deadlines; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches students and co-workers in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitor own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work on time; ensure work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction in a positive manner; commits to long hours of work when necessary to meet the admissions process needs.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in financial aid; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

San Joaquin Valley College
Job Description

Job Title: Receptionist
Department: Administration
Report To: Enrollment Services Director
Classification: Full-time, Non-exempt

Summary: The Receptionist is responsible to perform administrative and customer services for visitors, inquiries, applicants, students, and faculty and staff members.

Essential Duties and Responsibilities:

- Administer computer and paper skills assessment to prospective students
- Score paper skills assessments of prospective students
- Administer and score COBI to prospective COPS students
- Receiving all incoming calls in a professional and efficient manner
- Documenting and transferring inquiry calls to Admissions Advisors
- Taking complete and accurate messages for those unavailable for calls
- Greeting and assisting all visitors, applicants, vendors, students, faculty and staff members in a professional manner
- Informing the appropriate employee of visitors, applicants and students arrival and/or need to see him or her
- Insuring applications are filled out by applicants
- Insuring inquiry logs are neat and legible, all inquiry slips and applications are received and in order for data entry
- Insuring all out-going mail is stamped and ready for pick up prior to the arrival of the mail carrier and insuring interoffice mail from other campuses is distributed upon receipt
- Logging checks as they are received
- Data entry
- Filing
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Manages difficult or emotional visitor, student or employee situations; responds promptly to visitor, student or employee needs; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and assist with group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – High school diploma or general education degree (GED) and two years related experience.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one situations to visitors, students and employees.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.