



Project Support Specialist Job Description

Job Title: Project Support Specialist
Job Class: Professional
Department: Student Affairs
Reports To: Vice President of Student Affairs
FLSA Status: Exempt
Compease: Grade 10
Approved By: Vice President of Student Affairs
Approved Date: 01/04/24

I. Position Purpose

The Project Support Specialist will oversee the implementation and administration of projects within our organization, with a specific focus on state and federal grants. The Specialist will play a crucial role in managing projects, coordinating activities, and ensuring compliance with grant requirements.

II. Duties and Responsibilities

SUPPORT GRANT PROJECTS: The Project Support Specialist will monitor project progress, focusing on the objectives set by the Federal Title III grant, and assist in carrying out the formative strategies toward achievement; convene and manage committees, maintain communication systems, and maintain records to ensure coordination of activities across all projects; assist with oversight of data collection and reporting systems for project evaluation; assist in design and implementation of career learning communities and cocurricular experiences; maintain accurate records of grant submissions, deadlines, and reporting requirements as outlined; and collaborate with team members to ensure proper utilization and reporting of grant funds, including tracking expenses and ensuring compliance with all state and federal requirements.

SUPPORT MARKETING EFFORTS: The Project Support Specialist will support communication involving key stakeholders which includes the creation of content for press releases, social media, print and digital platforms using marketing concepts, practices, and procedures. The Specialist will collaborate across departments to develop presentations and correspondence for internal and external audiences and support the management and organization of projects such as the college's Customer Relationship Management (CRM) system and website.

SUPPORT CAREER SERVICES: The Project Support Specialist will work with a team to support career services for students, which includes career assessment, job fairs, resume writing, interview skills workshops, classroom presentations, mock interviews, and internship and practicum opportunities. The Specialist will assist in design and implementation of career learning communities and cocurricular experiences, and identification of non-academic student supports to minimize barriers to completion. The Specialist will monitor employer satisfaction of WSCC graduates, and track employment placement rates.

PROVIDE BUSINESS OFFICE SUPPORT: The Project Support Specialist will assist with the day-to-day operations of the Business Office including the preparation and processing of tasks related to accounts receivable and accounts payable, and assistance with projects, which includes conducting research of changing and emerging trends, assessing processes, and making recommendations for improvements to ensure success in meeting the College's mission and goals.



PROVIDE GENERAL ENROLLMENT SUPPORT: The Project Support Specialist will collaborate with Student Affairs staff to develop/revise survey instruments for students, graduates, and employers. The Specialist will provide administrative support including data entry, coding, scanning, processing letters, applications, and responding to general enrollment questions on the phone, by email, by chat, and in person, regarding financial aid, admissions, registration, and student accounts. The Specialist will refer students to the appropriate contact when necessary.

DEMONSTRATE PROFESSIONAL AND QUALITY CUSTOMER SERVICE: The Project Support Specialist will demonstrate professionalism and provide quality customer service in accordance with the College's values; maintain positive working relationships, make decisions, and solve problems; maintain confidentiality, positive communication, accurate records, and an organized, safe working environment; exhibit flexibility, willingness to learn, ability to change, and maintain current technology skills.

III. Qualifications – Education, Experience, and Skills

- Minimum of a Bachelor's degree in related field from a regionally or nationally accredited institution recognized by the U.S. Department of Education or the Council for Higher Education Accreditation.
- Preference of 5 years in higher education with emphasis on program management, academic and/or student affairs, budgeting, and evaluation; evidence of continuing professional development. Experience with grants management for postsecondary education also preferred

Reasonable accommodations may be requested and reviewed according to the Americans with Disabilities Act (ADA).