

**UNIVERSITY OF CALIFORNIA  
EDUCATION ABROAD PROGRAM  
COMPLETING JOB DESCRIPTIONS FOR LOCAL NATIONAL STAFF**

Please follow these steps in completing new job descriptions or updating old descriptions for local national staff.

- 1) Complete the top portion of the job description with name and title of employee, name and title of supervisor, country, and study center name. Do not fill in the general summary of duties until the remainder of the job card is completed.
- 2) In order to complete the section labeled "Job Duties," consult the job duties menu listed below, which includes tasks that are typically performed by staff classified as Program Assistant or Office Manager. Please select the duties that apply to your position and paste them on the job description under the appropriate heading (Administrative Services, Financial Services, Academic Services, Student Services, or Other Duties). If you perform certain duties that are not listed on the menu, please add these to the job description as well.
- 3) Estimate the percentage time of the full job required to perform each cluster of duties and place this number in the column labeled "Percent of Time." (Note: the total time for all clusters must add up to 100%, even for part-time positions).
- 4) Summarize your job duties in three to four sentences, highlighting the most important responsibilities. Place this summary under the heading "general summary of duties and responsibilities." A sample "general summary" is provided below for the Program Assistant and Office Manager positions. You may customize the appropriate summary to fit your job.
- 5) Complete the "special conditions of employment" section, listing any licenses, certificates, credentials, language speaking ability, altered work schedules, furloughs, travel, etc. that are required for performance of the job.

Completed job descriptions must receive approval from the Study Center Director, EAP Regional Director and Human Resource. The employee, Study Center Director, supervisor (if different from Study Center Director), and Regional Director must all sign the job description once it is approved. A copy of the signed job description is to be kept in the employee's file at the Study Center and at the Universitywide Office of the Education Abroad Program in Santa Barbara. The same procedure must be followed whenever changes or additions are made to employee job description.

**JOB DUTIES FOR PROGRAM ASSISTANT POSITIONS**

**ADMINISTRATIVE SERVICES**

Maintain regular office hours. Receive visitors to the Study Center. Manage incoming telephone inquiries and electronic mail.

Receive, distribute, and respond to general correspondence.

Organize and maintain Study Center files, including student information and current inventory records of Study Center equipment, furnishings, and library purchases. Maintain Study Center's collection of books and other publications useful for student guidance on travel, lodging, and cultural activities.

Photocopy and distribute materials for the office and students as necessary.

Perform general administrative services throughout the academic year.

Assist Study Center Director/Liaison Officer in scheduling meetings, maintaining calendar, and making travel arrangements as needed.

Maintain Study Center equipment. Arrange for equipment repairs and/or recommend replacement. Maintain necessary levels of expendable supplies.

Make arrangements for students to complete the EAP student questionnaire in a timely manner and ensure a high percentage of return.

### **FINANCIAL SERVICES**

Maintain accurate office records of Study Center expenses.

Prepare monthly expense reports for review and approval by Study Center Director/Liaison Officer. Submit timely expense reports to UOEAP according to UC accounting policies.

Prepare quarterly UOEAP funding request in accordance with the approved Study Center budget, obtain approval by Study Center Director/Liaison Officer, and forward the request in a timely manner to UOEAP for funding.

Assist the Study Center Director/Liaison Officer in the maintenance of cash and bank records and in communications with the Study Center's bank.

Monitor expenses against budget and keep Study Center Director/Liaison Officer advised of significant deviations.

Prepare checks in payment of official Study Center transactions as approved by Study Center Director/Liaison Officer, and in accordance with UOEAP policies.

### **ACADEMIC SERVICES**

Gather general information and descriptions of course offerings in the host institutions and specific information on courses taken by EAP students.

Maintain office academic records and input information to computer files.

Prepare reports for review and signature by the Study Center Director/Liaison Officer and as requested by UOEAP (i.e., course approval requests, study lists, grade reports, petitions).

Supervise preparation of reciprocity applications by host country students. Review all applications for completeness. Assemble complete applications for Director's signature, and arrange their dispatch to UOEAP. Design and maintain a reciprocity manual for use by host country universities.

Perform public relations obligations within and outside the host university for the benefit of the program.

### **STUDENT SERVICES**

Provide assistance to Study Center Director/Liaison Officer in the planning and implementation of student orientations upon arrival and as needed during the year.

Provide students with information to help in their adjustment to the new social, cultural, and academic environment, and provide logistical assistance as needed for incoming students.

Assist in planning official group activities (field trips, cultural activities, lectures, etc.)

Assist as needed with documentation and registration of students at the host institution and with governmental agencies within the host country. Intercede in resolving questions or problems that arise. Process as necessary and assist with extension of visas to students for the duration of their studies in the host country.

Implement student housing arrangements in consultation with the Study Center Director/Liaison Officer, including recruiting, interviewing, visiting homes, and selecting suitable host families for students. Follow up to resolve placement or other issues as necessary (e.g. contract issues, payment matters, and relocation of students).

Provide students with information on local medical care facilities, processing of insurance claims, and assist Study Center Director/Liaison Officer in cases of emergency.

Assist Study Center Director/Liaison Officer and the appropriate offices of UOEAP in the distribution of student financial aid and related correspondence.

Assist students as necessary in cashing financial aid checks at local banking institutions and/or establishing local bank accounts.

### **JOB DUTIES FOR OFFICE MANAGER POSITION**

NOTE: Employees classified as Office Manager frequently perform many of the duties that fall under the heading of Program Assistant. The difference is that the Office Manager is responsible for additional duties such as supervision and training of other employees or primary responsibility in managing a Study Center (in the absence of the regular presence of a Study Center Director and/or Liaison Officer.) Duties specific to the Office Manager include the following:

Hires and supervises administrative assistants. Oversees the quality of their work. Schedules staff work hours. Works with Study Center Director/Liaison Officer to deal with employee problems that arise.

Proactively seeks to streamline all administrative processes within the Study Center and in relations between UOEAP and the host universities.

Develops an extensive knowledge of and a working relationship with different departments within the host universities, in order to further EAP program objectives. Pursues information on academic programs and reports back to EAP administration in Santa Barbara.

Coordinates student administrative matters with the host university, acting as a liaison with the university. Assists students with registration process at host universities. Assists Director with host university academic matters such as grade collection and reporting.

Develops and maintains a "catalogue" of host university classes for students with current information on the offerings of all departments where UC students take courses. Such catalogue shall include a description of courses, syllabi, and confidential professor evaluations by students.

Assures a level of professional continuity at the Study Centers throughout the year and from year to year, despite changing Study Center Directors.

Takes primary responsibility for monitoring budget and preparing budget reports and funding requests.

Makes arrangements for incoming students, plans and implements orientation programs in conjunction with Study Center Director/Liaison Officer.

Assists students in any way necessary. Is available to respond to student emergencies 24 hours/day, seven days/week.

Organizes and maintains Study Center correspondence and filing systems.

Takes lead role in arranging for and coordinating special events and cultural activities. Keeps students informed about academic and cultural matters within the host university and country.

Takes primary responsibility for public relations with host universities, host country officials, and service providers.

Assures timely payment of Study Center financial obligations in consultation with the Director and as approved in the Study Center budget.

Assists with the implementation and supervision of the ILP.

Promotes the interests of the program in the host country. Exercises knowledge, good judgment, and common sense about the general needs of the program and the Study Center.

**GENERAL SUMMARY OF DUTIES:**  
**PROGRAM ASSISTANT POSITIONS**

Under the supervision of Study Center Director/Liaison Officer, employee performs specified administrative services, including general secretarial duties, maintenance of Study Center budget and equipment, interacting with host universities, providing support services for EAP students, and processing academic records and forms. May be called upon to perform public relations obligations on behalf of the program, or to help organize and arrange student activities.

**GENERAL SUMMARY OF DUTIES:**  
**OFFICE MANAGER POSITIONS**

Under the general supervision of the Study Center Director/Liaison Officer, employee oversees Study Center functions and assures smooth operation of office in the attainment of objectives determined in consultation with Director. This may include hiring and supervising office support staff, working cooperatively with host university representatives, local government officials, and UOEAP staff, oversight of Study Center budget and expenses, assuring that EAP student needs are met, organizing and carrying out orientation and other special events and programs, presenting proposals to director for improvements in office efficiency, and maintaining a level of professional continuity at the Study Center throughout the year and from year-to-year.