

JOB DESCRIPTION:	Program Support Specialist		
DEPARTMENT:	School of Social Work		
REPORT TO:	Associate Dean – School of Social Work		
EEO CLASSIFICATION:	Administrative Support Worker	FLSA STATUS:	Non-Exempt
CUPA HR CLASSIFICATION:	#530000	DATE APPROVED:	02-FEB-2025
		DATE MODIFIED:	11-JUN-2025

SUMMARY: The School of Social Work Program Support Specialist is a critical administrative role designed to enhance the operational efficiency of the School of Social Work. This position supports the School's Program Directors in key administrative and coordination tasks that are essential for student support, faculty oversight, and program compliance

DUTIES:

1. Coordinate course scheduling and instructor assignments for BSW and MSW programs, ensuring efficient operations and faculty coverage.
2. Oversee adjunct faculty onboarding, training, and performance tracking, including grading timelines and feedback quality.
3. Manage Canvas course shell preparation and maintain the Adjunct Canvas Course for ongoing faculty support.
4. Support student processes, including tracking student progress, probationary students, managing appeals, and coordinating licensure application forms.
5. Collaborate with the Assessment Coordinator on accreditation tasks, including data analysis and program outcome tracking.
6. Maintain and update program materials, including the School of Social Work Knowledge Base, Handbook, and website content.
7. Manage logistics for CEU offerings, including attendance tracking, certificate distribution, and registration coordination.
8. Facilitate communication by responding to inquiries from students, faculty, and external stakeholders.
9. Serve as a liaison between the School of Social Work, university departments, and external partners to ensure seamless operations.
10. Provide administrative support for program directors and departmental operations, enabling leadership focus on strategic priorities.
11. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High school Diploma or GED with 2 years of experience in office setting required. Associates degree preferred. Must demonstrate ability to work with Microsoft Office (Word, excel, outlook). Bilingual (Spanish) preferred.
2. **Job Knowledge:** Experience in administrative support, higher education operations, or program coordination. Strong organizational, communication, and technical skills. Familiarity with Canvas, student support systems, and survey tools is preferred. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands:** Normal office, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid New Mexico driver's license.
 - b. Must pass a Defensive Driving Course within 6 months of hire date.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)