MASTER CONTRACT

Between

SOUTHWESTERN MICHIGAN EDUCATION ASSOCIATION

and

GLEN OAKS COMMUNITY COLLEGE
BOARD OF TRUSTEES

July 1, 2014 to June 30, 2017
## Table of Contents

<table>
<thead>
<tr>
<th>ARTICLE</th>
<th>DESCRIPTION</th>
<th>PAGE#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article I</td>
<td>Agreement and Recognition&lt;br&gt;Student and temporary employees, notice of discussion, subcontracting</td>
<td>3</td>
</tr>
<tr>
<td>Article II</td>
<td>Membership Rights&lt;br&gt;Use of College properties, president release time, personnel file, working temperature, working tools and equipment</td>
<td>5</td>
</tr>
<tr>
<td>Article III</td>
<td>Board Rights&lt;br&gt;Drug policy</td>
<td>7</td>
</tr>
<tr>
<td>Article IV</td>
<td>Financial Responsibility&lt;br&gt;Payroll deduction, union service fees, membership, and retirement</td>
<td>8</td>
</tr>
<tr>
<td>Article V</td>
<td>Hours of Work&lt;br&gt;Summer Hours, Saturday hours, accumulation of leave time, work hours defined, custodians, work schedule, overtime, compensatory time, emergency closings, flex time and classes suspended</td>
<td>9</td>
</tr>
<tr>
<td>Article VI</td>
<td>Compensation and Classification&lt;br&gt;Vacation bank hours, sick time buy back, temporary reassignment, filled and vacant assignments, shift premium, Saturday hours, tuition/professional development reimbursement fund</td>
<td>12</td>
</tr>
<tr>
<td>Article VII</td>
<td>Holidays and Vacations&lt;br&gt;Advance notice of vacation, vacation buyout at termination, holiday pay, floating holidays</td>
<td>16</td>
</tr>
<tr>
<td>Article VIII</td>
<td>Leaves of Absence&lt;br&gt;Use of sick, bereavement and personal leave; jury duty; unpaid leave; FMLA; military service; payless hours; Association release time</td>
<td>18</td>
</tr>
<tr>
<td>Article IX</td>
<td>Insurance and Retirement&lt;br&gt;MESSA insurance, MPSERS payments, part-time buy-in, LTD, Life, and cash option</td>
<td>21</td>
</tr>
<tr>
<td>Article X</td>
<td>Admission to Course/Professional Development&lt;br&gt;Scholarships, release time to attend classes, professional development plan</td>
<td>23</td>
</tr>
</tbody>
</table>
Article XI  Seniority, Lay-Off and Recall  
Probation, “bumping”, loss of seniority  

Article XII  Vacancies, Promotions and Transfers  
Posting, first considerations and temporary vacancies  

Article XIII  Grievance Procedure  
Time line, personnel file  

Article XIV  Miscellaneous Provisions  
Non-discrimination, work stoppage, just cause, 
printing of contract, anniversary dates, assault, 
physical assault or injury, Emergency Plan of Action.  

Article XV  Waiver of Bargaining  

Article XVI  Evaluations  
Job performance appraisal  

Article XVII  Duration of Agreement  

Appendix A  Salary Schedules  

Appendix B  Insurance Benefits  

Appendix C  Job Classifications  

Appendix D  Job Descriptions  

Appendix E  GOCC Employee Performance Appraisal  


ARTICLE I

Agreement and Recognition

A. This Agreement is entered into, effective July 1, 2014, by and between the Glen Oaks Community College Board of Trustees, hereinafter called the “Board” and the Southwestern Michigan Education Association, hereinafter called the “SMEA”, and its respective affiliate, the Glen Oaks Support Staff Employees, hereinafter referred to as “GOSSE”. The signatories shall be the sole parties to this Agreement.

B. WHEREAS, the Board has a statutory obligation, pursuant to the Public Employment Relations Act, Act 336 of the Public Acts of 1947, as amended, to bargain with the GOSSE as the representative of its bargaining unit members with respect to hours, wages, terms of employment and;

C. WHEREAS, the parties have reached certain understandings which they desire to confirm in this Agreement;

D. THEREFORE, in consideration of the following mutual covenants, the parties hereby agree as follows:

E. The Board hereby recognizes the SMEA as the sole and exclusive bargaining representative of the following regular employees: secretaries, clerks, technicians, assistants, receptionists, maintenance, custodians, custodian/security, or custodian/maintenance, whether on leave or employed by the Board, except the Administrative Assistants of the College. The Board agrees not to negotiate with or recognize any organization other than the SMEA for the duration of this Agreement. Regular employee shall mean persons regularly employed by Glen Oaks Community College as secretaries, clerks, technicians, assistants, receptionists, maintenance, custodians, custodian/security, or custodian/maintenance.

1. Student and Temporary Employees.

Students whose services are engaged for the purpose of instructional training or who work for twenty hours or less per week for the College, through either a federal, state or institutional work study program, and all persons employed as seasonal or temporary (one year or less) help or who work less than ten hours per week for the College, are expressly excluded from the definition of regular employees. The employment of a work-study student shall be limited to not more than thirty months. Student helpers (including Assistants, Work-Study, and Co-op Interns) may continue to be used to assist classified employees subject to the following:

a. Students shall not fill classified positions nor replace classified employees in accordance with Article XII.

b. Students shall not be used to deny over-time to regular classified employees.

If at any time the number of student helpers is significantly increased, a joint Administration/GOSSE team, as described below in Art. I.H.1 will meet to determine if the number of classified positions should be increased.

To keep record of the number of student helpers, the College will provide to the GOSSE President, each semester, a list showing the number of student helpers by representational area.

F. The GOSSE agrees to maintain its eligibility to represent all support staff employees by continuing to admit persons to membership without discrimination. This does not deny to the GOSSE the right to determine the conditions of membership.
G. All personnel represented by the GOSSE in the above defined bargaining unit shall, unless otherwise indicated, hereinafter be referred to as bargaining unit members.

H. It is the general policy of the College to continue to utilize its employees to perform work they are qualified and able to perform.

1. Notice of Discussion.
Before the College changes its policies involving the description of jobs or work or membership in the bargaining unit, in a general area where such policy change will result in the creation of one (1) or more bargaining unit employees, the College will notify GOSSE at least thirty (30) calendar days before it implements such policy changes and will offer GOSSE an opportunity to meet and discuss the College’s policy decision and its effect on bargaining unit employees. A joint Administration/GOSSE team will be formed to consider all aspects of possible job descriptions, work responsibilities and level designation. The team will:
   a. Review all available data and information that prompted consideration of the new position(s).
   b. Collect additional data/information as needed.
   c. Provide a recommendation to the President.

The team will be composed of four (4) members. The Administration will appoint two (2) administrators to the team and GOSSE will appoint two (2) members.

2. Subcontracting
For the purpose of preserving work and job opportunities for the employees covered by this Agreement, the College agrees that work or services presently performed or hereafter assigned to the collective bargaining unit shall not be subcontracted to any other firm, corporation, or outside individuals except when:
   a. It is required for special collegiate events;
   b. It exceeds the scope of skill (as defined by job description) of present employees;
   c. It involves large repairs which present employees are unable to do, or the skills needed to perform the work as specified are unavailable within the bargaining unit and cannot be obtained in a reasonable time; or
   d. No employee is available and no new employee can reasonably be hired to perform the work.

No employee in the bargaining unit shall suffer a loss of wages, fringe benefits or seniority as a result of contracting or subcontracting.

Should the College deem it necessary to lease out/outsource the current Bookstore, GOSSE agrees that the position of Bookstore Assistant will be removed from the recognition clause.

Should the Bookstore Assistant position be removed from the recognition clause, that individual will be given the rights in Article XI: Seniority, Layoff, and Recall to choose another position within GOSSE, according to the stated options.
ARTICLE II

Membership Rights

A. The GOSSE and its representatives shall have the right to use college buildings at all reasonable hours for meetings which do not interfere with the assigned functions of the regular program. No charge shall be made for use of the buildings prior to the beginning of the workday or until 10:00 p.m.

B. The GOSSE shall be permitted to transact official business on college property before and after working hours and during regular breaks and lunch period, provided that it shall not interfere with, or interrupt normal operations.

C. Bulletin boards and other established media of communication shall be made available to the GOSSE and its members.

D. GOSSE members shall have the right to distribute union material to other bargaining unit members so long as such distribution is not effected while said members are working.

E. The GOSSE members shall be permitted to use, but not remove from the college premises, office audio-visual equipment with the appropriate administrator’s approval when said equipment is not otherwise in use. The GOSSE shall pay in advance for the reasonable use of all materials and supplies incident to such use.

F. Whenever the president of the GOSSE or the president’s designee is mutually scheduled, during working hours, to participate in conferences, meetings, or negotiations, the president or the designee shall suffer no loss of pay, and, when necessary, substitute service shall be provided.

G. The rights granted herein to the GOSSE shall not be granted or extended to any other competing labor organizations.

H. Every bargaining unit member shall have the right freely to organize, join and support the GOSSE for the purpose of engaging in collective bargaining and negotiations and other lawful activities for mutual aid and protection. The Board will not directly or indirectly: discourage or deprive or coerce any employee in the enjoyment of any rights conferred by Act 379 of the Public Acts of 1965 or any other laws of the State of Michigan, or the Constitution of the State of Michigan or of the United States of America; and it will not discriminate against any employee with respect to hours, wages or any terms or conditions of employment by reason of the employee’s membership in the GOSSE, the employee’s participation in any lawful activities of the GOSSE for collective negotiations with the Board, or the employee’s institution of any grievance under this Agreement.

I. A bargaining unit member shall be notified in advance, in writing, of the purpose of a meeting where disciplinary action is contemplated and shall be entitled to have a MEA representative present at such meeting if desired.

J. No material of a disciplinary nature shall be placed in any employee’s personnel file without the employee’s knowledge. Disciplinary records shall be governed by the following procedure: Upon written request to the Human Resources Office by the employee specifying the removal of specific disciplinary documentation, written warnings shall be withdrawn after one year unless there is an intervening warning regarding the same reason; and upon similar written requests, disciplinary write-ups and other penalty actions will be voided and removed from an employee’s personnel file if no further action has been taken after three years following the date of the incident.
K. The administration of Glen Oaks Community College will make every effort possible to maintain a building temperature no colder than 60 degrees F., and not warmer than 80 degrees F. in order to provide a conducive working environment.

L. All bargaining unit members will be provided with the necessary equipment/tools, in good working order, to satisfactorily complete their assigned work.

M. The Employer agrees to make all reasonable efforts for the safety and health of its employees during the hours of their employment and will incorporate as standard procedure all applicable rules, regulations, and laws promulgated by the Michigan Occupational Safety and Health Administration (MIOSHA), and the Federal Occupational Safety and Health Administration (OSHA). The GOSSE shall have a representative on any college-wide task force on health and safety that may be put in place.

N. Walkie-talkies provided by the Board will be carried by the custodial staff during scheduled working hours and will be kept charged and in good working order.
ARTICLE III

Board Rights

A. The GOSSE recognizes that the Board has responsibility and authority to manage and direct, on behalf of the public, all the operations and activities of the college to the full extent authorized by laws and the Constitution of Michigan and the United States of America.

B. The employer shall also have the right to promote, assign, transfer, suspend, discipline, discharge, layoff, and recall personnel, to comply with the Drug Free Workplace Policy as found in the Policy and Procedure Manual Section 2.55; to create and to fix and determine penalties for violation of such rules; to make judgments as to ability and skill; to create new jobs and set rates for new jobs; to establish work rules; to establish and change work schedules and procedures; to provide and assign relief personnel; to continue and maintain its operations as in the past, provided, however, that these rights shall not be exercised in violation of any specific provision of the Agreement.

C. The exercise of these rights, powers, authorities, duties and responsibilities by the district include the hiring, retraining, promoting, disciplining and dismissing of the employees represented by GOSSE, and the adoption of such rules, regulations and policies as it may deem necessary, shall be consistent with such statutory and constitutional provisions. The Board or administrative agent shall be free to exercise all such rights and authority to the extent permitted by law, provided however, that no actions shall violate any of the express terms of this Agreement. The reasonableness and accuracy of such rules, regulations, and policies that apply to the conduct of employees is understood to be subject to the grievance procedure.
ARTICLE IV

Financial Responsibility

A. The GOSSE shall notify the Board thirty (30) days prior to any change in its dues or fees. The Human Resource Office shall notify the GOSSE President of all new hires.

B. Any bargaining unit member who is a member of the Union, or who has applied for membership, may sign and deliver to the Employer an assignment authorizing deduction of dues, assessments and contributions to the Union as established by the Union.

Pursuant to such authorization, the Employer shall deduct one-tenth of such dues, assessments and contributions from the regular salary check of the bargaining unit member each month for ten (10) months, beginning in September and ending in June of each year.

C. Upon appropriate written authorization from the bargaining unit member, the Employer shall deduct from the wages of any such bargaining unit member and make appropriate remittance for MEA Financial Services programs and annuities, MESSA programs not fully Employer-paid, credit union, savings bonds, charitable donations, MEA-PAC/NEA-PAC contributions or any other plans or programs jointly approved by the Union and the Employer.

D. Bargaining unit members are entitled to all benefits of the Michigan Public Schools Employees Retirement Fund and to all Federal Insurance Contribution Acts benefits.

E. All GOSSE members will be given the option to participate in a tax-sheltered annuity program under an employer sponsored 403(b) Plan, and contribute to a vendor of their choice within the list of currently approved vendors according to the 403(b) Plan Document. The 403(b) Plan will comply with IRS regulations and all other applicable federal and state laws. Employees electing a Tax Sheltered Annuity (TSA) option will be provided a vehicle to maintain their options through the IRS Qualified Salary Reduction Program. MEA Financial Services shall be one of the companies available to bargaining unit members.

F. The Board of Trustees will pay all MPSERS contributions.
ARTICLE V

Hours of Work

A. A full-time employee, for the purpose of this Agreement, shall be one who regularly works thirty-two (32) or more hours per week for twelve months per year. An employee who works less than thirty-two (32) hours per week shall be considered part-time. For full-time employees the normal workday shall be eight (8) hours, not to exceed forty (40) hours per week, Monday through Friday, which shall include one-half (1/2) hour for lunch each day. The Board agrees to make assignments and work schedules that can reasonably be completed within the above work day and week. If the decision is made to regularly staff a department on Saturdays, the hours of work for current employees would need to undergo the negotiation process and approval of the Board.

Effective July 1, 1991, the Anniversary Date for all employees will be July 1st each year. Employees hired after that date will receive salary and benefits on a pro-rata basis for the initial year of employment.

Based on the anniversary date (July 1), the following formula will be used for the purpose of determining holidays (including floating), insurance protection and leaves of absence (including personal hours):

<table>
<thead>
<tr>
<th>Hours Worked</th>
<th>% of The Above Listed Fringe Benefits</th>
<th>Sick* (Hrs.)</th>
<th>Personal* (Hrs.)</th>
<th>Floating* (Hrs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>40-32</td>
<td>100%</td>
<td>96</td>
<td>24</td>
</tr>
<tr>
<td>¾ time</td>
<td>31.99-26</td>
<td>75%</td>
<td>72</td>
<td>18</td>
</tr>
<tr>
<td>½ time</td>
<td>25.99-20</td>
<td>50%</td>
<td>48</td>
<td>12</td>
</tr>
<tr>
<td>¼ time</td>
<td>19.99-10</td>
<td>25%</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>9.99-0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*The hours earned shall be prorated for any employee on less than a twelve (12) month contract.

In the event an employee severs employment from the college as a result of retirement or voluntary termination after July 1st and subsequent renewal of the leave time (floating holiday, sick, personal, and vacation), the affected employee shall be compensated on a prorated basis for the vacation time earned between July 1st and June 30th annually. For purposes of this Article, a month of earned vacation time shall be satisfied when the affected employee works not less than two (2) scheduled work weeks in a month and the prorated amount of vacation time earned shall be determined using this formula.

*The hours earned shall be prorated for any employee on less than a twelve (12) month contract.
B. Other than provided in Article V.A., for night custodians the normal hours of work Monday through Thursday will be as follows:

8:00 p.m. – 4:00 a.m. or 5:00 p.m. – 1:00 a.m.
Fridays and before scheduled holidays: 4:00 p.m. - Midnight

However, the employer retains the right to modify work hours based on business necessity. Should it be necessary to modify work hours based on business necessity that would include working Saturday, the employee(s) will be paid at their regular hourly rate, plus a shift premium of $0.75/hour, unless such hours are over forty (40) for the week, in which case, the overtime pay scale based on their regular hourly rate will apply. Employees may temporarily work other hours during the year with the approval of the Custodial Maintenance Supervisor. A permanent work schedule change shall be subject to mutual written agreement between GOSSE and the Employer.

C. Each employee working six (6) or more hours during a day shall be entitled to a duty-free, uninterrupted lunch period, not to exceed one-half (1/2) hour. If an employee agrees to less time for lunch as a solution to an administrative problem, then the employee may leave work correspondingly early at the end of the day.

D. Each employee shall be provided a fifteen (15) minute rest period during the first half of the working day. Employees scheduled to work eight (8) or more hours in a day shall have a similar rest period during the second half of the working day. An employee may, with the permission of their supervisor, combine their two (2) fifteen (15) minute breaks with their thirty (30) minute lunch period to make a lunch period of up to one (1) hour.

- 0-5 hours worked = One (1) fifteen (15) minute break
- 6-7 hours worked = One (1) fifteen (15) minute break and one (1) thirty (30) minute lunch
- 8+ hours worked = Two (2) fifteen (15) minute breaks and one (1) thirty (30) minute lunch

E. Hours worked over forty (40) hours per week shall be paid at one-and-a-half (1-1/2) times the employee’s regular rate. Hours worked on holidays, Sundays, and Fridays during the summer schedule shall be paid at double time. Employees working on holidays, Saturdays, Sundays, and summer Fridays, are guaranteed a minimum of two (2) hours pay per clocked visit during which scheduled duties are performed. No bargaining unit member shall be required to work on Sundays or holidays that are not considered a part of the employee’s regular shift, unless the member agrees thereto. Holiday work, per Article VII, Paragraph A, shall be paid at two (2) times the member’s regular rate. These employees shall be treated the same as those employees on regular five-day work weeks for purposes of holidays and other time off. Overtime shall be offered in rotation by seniority within each department.

F. Overtime shall be paid in cash or taken as compensatory time which shall be earned at one and one-half (1 ½) times the overtime hours worked, as mutually agreed to by the employee and the supervisor. The use of accrued compensatory time shall be subject to the approval of the immediate supervisor. Compensatory time (accumulated at one and one-half (1 ½) times the number of hours worked) that is not taken as scheduled time off shall be paid at the employee’s regular rate of pay. Overtime work shall be scheduled by the employer, except in the case of emergency and must be authorized by the employer in advance.

Extra Work Assignments - When opportunities arise for work assignments outside of the employee’s department, the extra work assignment will be paid as overtime. It is understood that such assignments are for work outside of the employee’s regular shift (i.e.; they must perform their own regular duties prior to working any overtime offered under this section and overtime is paid only in the event the employee satisfies the regular requirement for overtime). If no GOSSE
employee accepts the extra work assignment the college may use non-bargaining unit employees or temporary personnel to complete the assignment.

G. When the College is closed at the direction of the President, or the President’s designee, or when local roads are closed by order of the Sheriff or State Police, employees are not expected to report to work and will suffer no loss of salary due to such exceptional conditions. At all other times, including when classes are suspended, employees are to report for work. Any decision to close or suspend classes will be communicated through an updated phone tree in order for each GOSSE member to be informed of such decision. In the event that road conditions are reasonably determined by an employee to be hazardous and an employee fails to report for work within four (4) hours of their regularly scheduled start time, no employee will be censured for not reporting to work except by loss of pay for the day, or assessment of a vacation day, or assessment of a sick day, or assessment of a personal day as determined by the immediate supervisor.

H. When an employee is off from work due to an approved leave of absence without pay, the affected employee shall not forfeit his/her balance of accumulated leave days during the approved unpaid leave of absence period. The affected employee shall not accrue sick, personal business, floating holiday or vacation time while on the approved unpaid leave of absence. The Employer shall prorate the amount of floating holiday, vacation time and personal business leave earned upon the employee’s return to work.

I. Employees who sustain a work related injury and are off from work as a result of the injury and are collecting workers compensation benefits, shall continue to accrue the following benefits as if the employee were actively performing work for the employer:

- Sick leave
- Personal business leave
- Floating holidays
- Vacation time
- Seniority

No GOSSE member shall suffer any loss of accumulated leave as listed above for the duration of the workers compensation leave for up to one (1) full calendar year from the date of the injury.
ARTICLE VI
Compensation and Classification

A. The minimum starting hourly rates of pay for all new bargaining unit members shall be as follows and the compensation of existing unit members shall be set forth according to the schedule in Appendix A. Employees with 10+ years of service shall receive an increase in their hourly wages as follows:

- 2014-2015, 0% increase and freeze steps; $2,600 bonus for 32-40 hour per week employees, $750 bonus for 20-31 hour per week employees, $500 bonus for 10-19 hour per week employees paid out on first pay in January 2015. Employees must currently be employed as of date of ratification and actively employed at time of payment.
- 2015-2016, 1% increase on salary schedule plus steps.
- 2016-2017, 1% increase on salary schedule plus steps.

The compensation of GOSSE unit members is set forth according to the pay schedule listed within the GOSSE Master Agreement Appendix A. Step increases through step ten (10) for employees whose pay rates fall within the pay schedules shall occur July 1 of each year.

B. Annually, bargaining unit members will be given a choice of one (1) of the following three (3) options regarding unused sick leave once their sick leave balance has reached one-hundred (100) hours. This section shall also apply to all affected GOSSE bargaining unit members as listed under Article V, Section I.

1) A bargaining unit member may annually convert up to one half (1/2) of their unused annual sick hours to a vacation hour bank. The vacation hour bank shall not exceed more than a total of 200 hours. The banked vacation hours are to be withdrawn upon retirement/termination, except in the case of layoff where the individual shall have the opportunity to keep some/all of the banked vacation days intact or take the payout, at the employees current daily pay rate. This is in addition to the annual vacation hours normally accrued for the fiscal year the bargaining unit member earned them, and vacation hours banked in this way have no effect on vacation hours accrued normally as detailed in Article VII.

In order to receive vacation bank credit, each employee must make a written request to the Human Resources Coordinator prior to the expiration of the fiscal year. Notice of this annual date will be sent two (2) weeks prior to all GOSSE members through use of the Employer’s e-mail. Compensation for banked hours will be paid on the first pay period of the following month upon submission of written notice of the intent to retire to the Human Resources Coordinator.

2) A bargaining unit member may annually sell up to one half (1/2) of their unused accumulated annual sick hours to the employer at the employee’s daily pay rate. In order to receive compensation each employee must make a written request to the Human Resources Coordinator prior to the expiration of the fiscal year. Notice of this annual date will be sent two (2) weeks prior to all GOSSE members. Compensation will be paid in the first pay period in August.

3) Each employee shall have one (1) opportunity to make a one (1) time conversion of up to 150 hours sick hours to their personal vacation bank as found in Section B above.
C. Original employment in any position shall be determined by the Board. Advance placement shall in no way modify seniority benefits agreed to elsewhere in this agreement.

D. No bargaining unit member is obligated to accept a transfer or promotion.

E. Payment will be made on a biweekly basis on alternate Fridays. Each payment shall cover the biweekly period ending on the Friday previous to the scheduled pay date.

F. Job classification shall be the same as those in existence at the effective date of this agreement and shall be incorporated into this Agreement as part of Appendix B.

Each employee shall be given an appropriate job description, Appendix C, at the beginning of the contract period. No changes thereto shall be made except for changes made in accordance with section G below.

G. The GOSSE and the Employer agree that should it become necessary to create a new GOSSE assignment that would make a considerable change and/or addition in job duties/responsibilities to an existing assignment of three (3) or more areas within the existing job description, the practice as listed below in Article VI, Section G1, shall apply.

Filled Assignments

1) The parties shall create a joint committee made up of an equal number of Representatives – three (3) from the Association and three (3) from the Board. Both the Board and the Association agree that each has the right to choose its own representatives and shall have no choice in who represents the other. The parties agree that the committee shall have the full authority to enter into a written letter of agreement regarding changes to pay increases (level and step), working hours of the assignment (weekly and daily), additions of duties to the assignment, and changes of minimum qualifications required for the assignment. A copy of the written letter of agreement shall be attached to the GOSSE contract and shall be provided to the GOSSE membership and the MEA UniServ Office by the Employer.

2) In the event the committee is unable to reach consensus through a majority vote on the proposed changes of job descriptions (3 or more changes or additions) the college President or his/her designee may choose to proceed with the changes.

3) Prior to any job description changes becoming effective, the Employer shall meet with the affected employee(s) to review the changes of the job description and to establish a review meeting schedule. At the first review meeting, the affected employee(s) shall be provided with a written implementation plan that includes a copy of the changed job description, appropriate training, professional development, and a timeframe of not less than one (1) full calendar year (365 days) to meet the employer’s expectations (for filled assignments) and to allow the affected employee to be deemed successful, meet the new requirements/qualifications and to carry out the revised job duties and responsibilities within the job description.

4) During the one (1) year implementation timeframe, no less than four (4) review meetings shall be held with the affected employee(s) every three (3) months from the effective date of the changed job description. Should a review meeting date fall on an unscheduled work day, the parties agree to meet on the first scheduled work day following the review meeting calendar. The purpose of the review meetings are to determine the progress of the affected employee(s), to provide additional support and additional training (if necessary) to the affected employee(s). The review meetings shall include the affected employee, the immediate supervisor, the Director of Human Resources and the GOSSE President. The review meetings shall not be
considered an evaluation of the affected employee(s) work performance as defined in Article XVI.

It is understood the purpose of the review meeting(s) is to provide evaluative feedback and support to the affected employee and shall not be disciplinary in nature. If after the final review meeting the affected employee(s) is/are not deemed successful in the changed job assignment, the Employer and GOSSE shall meet to determine the process and placement of the affected employee(s), which may include re-assignment to a vacant GOSSE position or bumping into an assignment the affected employee(s) is/are qualified for. Bumping into an assignment shall be done by seniority order based on assignments the affected employee(s) is/are qualified for. No GOSSE member shall suffer a loss of compensation as a result of job description changes.

5) **Vacant Assignment** – Job description changes for all vacant GOSSE assignments shall be subject to Section G1 above and the following:

   In the event the committee is unable to reach consensus through a majority vote on the proposed changes of job descriptions, which shall include any change of pay rate, pay level, and/or working hours of the assignment for all vacant GOSSE assignments, the college President or his/her designee shall make the final decision on changes to vacant GOSSE job descriptions.

   Any new job proposed by the Board shall be assigned to an appropriate classification according to the skill required. No job shall be reclassified to a lower level unless changes are made in accordance to the process outlined above.

   Changes to job description that include two (2) or fewer areas, whether vacant or filled, shall be exempt from the above process and shall be subject to mutual agreement between GOSSE and the Employer.

H. **Temporary reassignment of duties** may be made by the College President at any time. It is understood that no reduction in pay will be made during the temporary reassignment, and further, that if the assignment is to a higher classification that the employee will receive the higher salary associated with the higher classification. Temporary reassignment is an assignment meant to cover for other employees who are ill, on approved vacation, approved leave of absence, or for seasonal needs.

I. The day of the employee’s resignation shall mark the last day for which the employer will be responsible for wages. The last day of the month of termination shall mark the last day the employer is responsible for contracted fringe benefits.

J. **Premium Pay** - Any employee whose regularly scheduled shift falls between the hours of 4:00 p.m. and 6:00 a.m. will receive a shift premium as follows:

   1. A shift premium of $0.40 per hour will be paid for any hours worked between 4:00 p.m. and 10:00 p.m.

   2. A shift premium of $0.50 per hour will be paid for any hours worked between 10:00 p.m. and 6:00 a.m.
3. If an employee who is not regularly scheduled to work on Saturday agrees to do so, such hours will be paid at regular time, plus a shift premium of $1.15 per hour, unless such hours are over 40 for the week, in which case the overtime pay scale will apply.

K. Tuition/Professional Development Reimbursement Fund – In addition to other professional development provided by the college, which includes employee tuition remission, each bargaining unit member shall be reimbursed up to a maximum of $1,000.00 per fiscal year (July 1 through June 30) for college credit courses taken at an accredited four (4) year institution of higher learning. The reimbursement shall be made after completion of the course(s) and submission of the employee’s grade report indicating a grade of “C” or better.

In addition, these funds may be used for workshops or seminars which are broadly job related and benefit the College. The funds shall be used to supplement, not replace departmental funds set aside for regular professional development.

The following details the procedural steps to follow in claiming reimbursement under this section:

- Discuss professional development plans with direct supervisor and receive their written approval for the program/course/workshop being considered. The continuing education being considered should be strongly related to the employee’s current position and its requirements. A copy of the signed approval for the program/course/workshop should be provided by the employee to the Dean of the appropriate unit.
- Enroll in the approved program/course/workshop. At the conclusion of the program/course/workshop a written request for reimbursement should be sent to the Human Resources office. This request should include a copy of the supervisor’s written approval, receipts for the costs incurred, and a copy of the employee’s grade report for the program/course/workshop.
- Requests must be submitted within thirty (30) calendar days of the end of the semester in which the tuition was paid or the course training was completed.

The Association agrees to remove current language listed in Sections L and M, with the understanding that current employees (employees that qualify for such hourly increases at the time of ratification of a successor agreement) shall suffer no loss of compensation.
ARTICLE VII

Holidays and Vacations

NOTE: Refer to Article V, A, for chart of hours.

A. The following holidays, with appropriate pay, will be provided all bargaining unit members. Section A shall apply to all affected bargaining unit members as listed under Article V, Section I.

New Year’s Day and the day before
Martin Luther King Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and the day before and after
Christmas Day and the day before
The days between Christmas and New Year’s Day

GOSSE members shall be entitled to additional floating holidays per year as outlined by the GOSSE Master Agreement Article V, Section A, with the approval of their immediate supervisor. If any GOSSE Member is required to perform work on any of the above listed holidays during the regular work week (Monday through Friday) they shall be given two (2) options:

1) Compensation at double the regular rate of the hourly pay for each hour an affected employee is required to perform work for the employer on a listed holiday found in Section A above.
2) An additional floating holiday for each affected employee required to perform more than four (4) hours of work on a listed holiday above.

It is agreed to by both parties to this agreement that if an employee is required to work on Easter, it will be treated as any other holiday, with compensation at double the regular hourly rate.

B. Any employee whose vacation period includes a holiday shall not be required to use vacation time for the holiday days(s).

C. Should any holiday fall on a Saturday or Sunday, the Friday before will be the holiday for Saturday and the Monday after will be the holiday for Sunday. Effective July 1, 2012 employees who are not normally scheduled to work on a day that a holiday falls on shall not be eligible to receive holiday pay for the holiday.

D. Employees will receive an annual vacation accrual on July 1 of each year. The vacation accrual time will be prorated during the first year of employment. Bargaining unit members, upon four (4) weeks advance notice to their immediate supervisor, will be allowed the following vacation time with full pay.

- During the first year’s employment, up to 40 hours of vacation.
- During the second (2nd), third (3rd), and fourth (4th) years of employment, up to 80 hours of vacation.
- During the fifth (5th) through ninth (9th) years of employment, up to 120 hours of vacation.
- During the tenth (10th) through nineteenth (19th) years of employment, up to 160 hours vacation.
- During the twentieth (20th) year of employment and thereafter, up to 200 hours of vacation.
A maximum of eighty (80) earned vacation hours may be accumulated. Hours in excess of eighty (80) earned hours will be forfeited on June 30th.

The exception to this forfeiture is listed in Article VI, Section B.1. Special consideration of exemption from this policy for all regularly earned vacation hours may be granted upon advance application and approval by the immediate supervisor. Section D shall apply to all affected bargaining unit members as listed under Article V, Section I.

E. Less than a full week’s vacation may be taken with approval of the employee’s immediate supervisor.

F. Employees have the right to choose the time of their vacation with approval of their immediate supervisor. Approval shall not be withheld except for good and sufficient reason. In the event of a conflict between employees concerning specific vacation periods, the employee with the most seniority shall have first choice.

G. Vacation pay, for which the employee qualifies according to Article VII, D, shall be paid to the employee in advance of an approved vacation period, if requested at least twenty (20) calendar days prior to the first day of the scheduled vacation.

H. Upon termination of service, the employee shall receive payment for up to two hundred (200) earned, unused, and banked vacation hours at the rate of pay at the time of termination. Section H shall apply to all affected bargaining unit members as listed under Article V, Section I.

In addition to the annual vacation hours normally accrued each fiscal year, bargaining unit members who retire and have banked vacation hours as defined in Article VI, Section B1, with ninety (90) days notice of both intent to retire and desired leave time, cannot be denied use of accrued time, except for good and sufficient reason (Article VII, Section F). If denied, then the accrued/earned leave time shall be paid to the employee.

I. Employees are permitted to choose either a split or an entire vacation.
ARTICLE VIII

Leaves of Absence

NOTE: Refer to Article V, A, for chart of hours.

A. On July 1 of each year, full-time employees who are on paid status shall be credited with ninety-six (96) hours of sick leave. This sick leave allowance shall be prorated for less than full-time employees. Unused sick leave will accumulate from year to year to a maximum of 960 hours. If an employee should exceed the total number of credited sick hours, then vacation, personal, or floating holiday days will be applied. The employer also reserves the right to deduct from the employee’s final pay, that money paid the employee for sick days not earned. Each employee will forfeit all hours of sick leave to the College upon termination of employment. Section A shall apply to all bargaining unit members listed under Article V, Section I.

B. Accumulated sick leave with regular pay can be used by the bargaining unit member for any personal illness or injury.

C. For full-time employees, up to 480 hours of accumulated sick leave with regular pay, in any twelve (12) month period, may also be used for emergencies created by illness or injury to a member of the bargaining unit member’s immediate family. Immediate family shall be defined as parents, spouse, children and other members of the employee’s household.

D. Up to five (5) working days per occurrence, with pay, shall be granted to each GOSSE member for death in the immediate family. Immediate family shall be defined as spouse, children – foster/step/adopted, grandchildren, parents/step-parents of the employee and spouse, brothers or sisters, including half siblings and step-siblings of the employee and spouse, grandparents of the employee and spouse, and other members of the employee’s household.

E. Up to 24 hours in any one (1) twelve (12) month period shall be granted, with pay, to a full-time bargaining unit member for personal business. These hours shall not be used to extend sick leave when normal sick leave accumulated has been exhausted or to extend bereavement leave. Employees shall give their immediate supervisor at least two (2) days prior notice for personal business hours except that in an emergency the two (2) day notice requirement shall be waived.

F. The Board of Trustees shall pay to a bargaining unit member performing jury duty, the member’s regular hourly pay, up to a maximum of eight (8) hours per day. The employee will notify the employer immediately of any jury notice and shall provide prior notice to the employer of the jury schedule. The employee shall present written verification from the court of time served in jury duty to the immediate supervisor before the employee’s next paycheck is issued. The jury duty clause will be applied to all employees regardless of shift. The employees shall retain jury duty fees and reimbursements. Affected employees released from jury duty within four (4) hours of reporting for jury duty shall be required to call their immediate supervisor to verify if the affected employee shall be required to report to work for the remainder of that day’s regularly assigned shift.

G. When a bargaining unit member is requested to be a witness in a criminal action in the public interest, the Board agrees to reimburse the member the difference between the witness fee and the regular daily salary of the member.
H. An employee who, because of personal illness or accident, is physically or mentally unable to report for work and has exhausted all accumulated leave hours, shall be given a leave of absence, without pay and without loss of seniority, for the duration of such disability for up to one (1) year, starting from the date of injury or illness, provided he/she promptly applies for the unpaid leave of absence or qualifies under FMLA guidelines and notifies the college with a certificate from a physician of the necessity for such absence and for the continuation of such absence when the same is requested by the college.

I. One (1) leave of absence without pay shall be granted to any employee upon request for the purpose of childcare. Additional leaves may be granted at the discretion of the College President upon request of the employee.

The employee shall notify the administration in writing, at least thirty (30) calendar days prior to the starting date of the leave.

For purposes of clarification, all work related injury leaves as listed under Article V, Section I, shall also be subject to the provision as listed below unless otherwise noted:

1. The reinstatement shall be to the employee’s former position. If the position has been eliminated during the period of the leave, the employee shall be offered a similar or comparable position for which the employee is qualified.

2. The initial leave period may be for no more than one (1) year.

3. A childcare leave may be terminated at the request of the employee. The employee shall notify the Human Resources Office, in writing, thirty (30) calendar days prior to the date of intended return.

4. Continuation of insurance benefits will be provided during the leave at the employee’s expense, if the insurance policy allows for such arrangement. The employer shall continue all employer paid insurance benefits to affected employees who are on a work related injury leave as listed under Article V, Section I, for the duration of the leave, not to exceed one (1) year from the date of the injury, or the date the employee began the leave of absence, whichever is longest.

5. Child care leave shall not be used to become a full-time employee elsewhere. Such a full-time status may result in termination of the child care leave.

J. Seniority shall continue for any leave of absence of one year’s duration or less, for purposes of job security only. Thereafter, no seniority shall accrue.

K. Bargaining unit members returning from leaves of absence shall be reinstated to a position commensurate with their seniority at the time of return within their classification.

L. Notwithstanding other provisions of this contract, a GOSSE member is entitled to the benefits provided under the Family and Medical Leave Act of 1993. An employee shall be required to utilize accrued sick leave, vacation, personal leave and child care leave, as provided for herein, as a credit against any family and medical leave requested.

M. Members of the bargaining unit shall be allowed a maximum of four (4) hours per personal medical and dental appointment. The supervisor may require that the employee submit written verification from the doctor that the appointment was kept.
For medical and dental appointments scheduled during the first four (4) hours of the employee’s work day in which he/she is too ill to return to work, the time shall be deducted from the employee’s sick leave.

N. Military leave shall be granted pursuant to State and Federal laws.

O. The College President may grant unpaid leaves of up to one (1) year, for educational or personal reasons, when requested to do so by the bargaining unit member.

P. Payless hours may be taken if an employee has an illness requiring absence. A doctor’s note of explanation shall be offered as evidence of need for non-work, and all unused sick, personal, floating holidays and vacation hours must be depleted before consideration of payless hours.

Payless hours may also be taken under certain circumstances with prior approval of the employee’s supervisor. Pattern setting absenteeism shall result in disciplinary action.

Q. An employee who is repeatedly absent due to illness may be required to present a doctor’s excuse by the supervisor. Repeated absence shall be defined as three (3) or more consecutive days absent.

R. The Association shall be granted three (3) days leave per year, without loss of pay, to be used for Association business.
ARTICLE IX

Insurance and Retirement

A. Each employee who works at least half-time (1/2 time) will be eligible to enroll in any of the available insurance plan options accordingly (Listed in Appendix B).

Employer contribution toward premium, per month as determined by the college consistent with Michigan Law under the hard cap:

2014 (Subject to change in subsequent years):
Single: $488.13/month
Two-Person: $1,020.83/month
Family: $1,331.27/month

2014 Employee Payroll Contributions (Subject to change in subsequent years)
Option 1:
Single: $101.08/month
Two-Person: $303.00/month
Family: $315.78/month

Option 2:
Single: $16.94/month
Two-Person: $113.72/month
Family: $80.26/month

1. Eligible part-time employees shall contribute $30.00 per month towards the non-health insurance benefits plan.

Full-time employees who elect the cash in lieu of health benefits shall receive three hundred fifty dollars ($350.00) per month.

Employees may use this money for insurance options upon completion of the appropriate application forms, or a specified amount may be applied through a Salary Reduction Agreement by the bargaining unit member towards other non-taxable options provided by a Board approved company. All selections may be payroll deducted.

2. Those employees who work less than full-time, but at least half-time (1/2 time) and enroll in a health insurance plan, will receive the benefits included in that plan upon agreeing to pay a pro-rata health insurance contribution that is based on the published for the family status of coverage selected by the employee in the corresponding plan year. The remainder of the monthly cost will be paid by the employer.

Otherwise, part-time employees who work at least half-time (1/2 time) will receive non-health benefits and pay a monthly contribution as follows:

- Non-health plan participating employees’ monthly premium contribution shall be $30.00

3. The employer will provide a Section 125 Plan that allows the employee to pay their contribution requirements on a pre-tax basis through payroll deduction. The employer shall
formally adopt a qualified plan document which complies with Section 125 of the Internal Revenue Code.

B. There shall be no duplication of health coverage in the event more than one (1) member of the same family is employed by the college.

C. The Board of Trustees shall contribute the legal maximum allowable contribution towards cost of retirement for each GOSSE Member.
ARTICLE X

Admission to Course/Professional Development

A. The Board shall grant, on request, full tuition and all-fee (except for those associated with competitive degrees/certificates (Nursing and Allied Health) scholarships to Glen Oaks Community College for any course meeting degree or certificate requirements, to all full-time employees, their spouses and their children (natural and/or dependent under the age of 24). This does not pertain to courses designated as Continuing Education or Business/Industry Seminars. The award shall not be contingent upon other qualifications.

Glen Oaks will pay for a given course one time only provided that a grade of “C” or better is attained. The President may allow for a course to be taken over at the expense of the College under extraordinary circumstances (i.e. illness, accident or other circumstance that necessitates an incomplete or dropped class). Employees will be required to sign a document agreeing to pay back to Glen Oaks through payroll deduction the amount of tuition and fees for a course where a grade of “C” or better is not attained, except as outlined above. All fees will be waived for the employee when taking classes.

B. Upon approval of their immediate supervisor, a full-time employee may be relieved from duties for daytime class attendance. A limitation of not more than one (1) course per semester shall be imposed and class time will be made up if requested by their immediate supervisor. There will be no limitation on enrollment during off-duty hours. Employees taking advantage of this section shall be required to maintain satisfactory progress in the class with a 2.0 or better grade. Employees who do not maintain satisfactory progress shall waive any right to further coursework during the working day during the length of this Agreement.

C. Regular, part-time employees shall receive one class per semester, tuition-and fee-free (except for those associated with competitive degrees/certificates (Nursing and Allied Health), for themselves or their immediate family, providing that they enroll in said class according to specified enrollment procedures.

D. If the employee is requested to take a class by the immediate supervisor, the class time will be allowed without penalty.

E. Each GOSSE member will prepare, in consultation with her/his immediate supervisor, a professional development plan on an annual basis. Members of the bargaining unit are encouraged to attend conferences, meetings, and workshops relating to their work.

Upon application to, and approval by the immediate supervisor, they may be allowed time and/or expenses to attend without loss of salary. There will be no limit as to how many employees may participate, as long as college operations aren’t affected.
ARTICLE XI

Seniority, Lay-Off and Recall

A. All new employees shall be considered on probation for the first one hundred (100) calendar days. During this probationary period, the employee shall have no seniority rights, nor be represented by GOSSE in the area of discharge, but at the completion of this period, the employee shall be placed on the active seniority list and shall be credited back to the employment date. Seniority, for the purpose of this article, shall be defined as continuous, week-to-week employment, from the first day of hire to the present. Any authorized leaves shall not constitute a break in employment.

The administration will develop, by April 15 each year, a seniority list of all GOSSE Employees (ranked by order of effective start date of each employee). GOSSE Membership will have until April 30 of the same year to dispute any possible discrepancies regarding their placement on the list. The final list will be available May 1, of the same year. Any dispute by a GOSSE Member will be evaluated by a committee comprised of two (2) GOSSE Negotiators, the Dean of Finance and Administrative Services, and an appointment made by the Dean of Finance and Administrative Services.

B. In the event of a need to reduce the working force, positions will be eliminated based on the need of the college as determined by the Administration. In the event there is both a full-time position and part-time position performing the same duties and hours need to be reduced, the part-time position will be reduced in hours/eliminated first, and then the full-time position will be reduced in hours/eliminated, as deemed necessary by the Administration. Regular employees with the least seniority within each job classification will be laid off first if there is an employee with more seniority who is qualified to perform the duties of that particular job description. Employees on lay-off shall have recall rights and bumping privileges (provided they have the necessary skills to perform the job) up to one (1) year from the date of lay-off. Employees returning from lay-off shall be paid at their new rate.

C. In the event of a lay-off during the probationary period and recalled within ninety (90) calendar days, said employee shall retain credit for the number of days already worked during the initial probationary period.

D. If any of the positions reopen or are reactivated, employees on lay-off shall be recalled in the reverse order in which they were laid off, i.e., highest seniority employee shall be recalled first, and so on down the line. Seniority earned before the date of this contract shall be retained by all bargaining unit members.

E. Recall of employees shall be affected by sending a certified letter, return receipt requested, to the last address on file with the college office. If an employee being recalled does not report for work within ten working days from receipt of this letter, the employee shall be deemed to have quit.

F. Employees shall not be required to accept temporary or part-time work in order to retain their seniority and shall not waive their right to recall if the affected employee chooses not to accept a position that is less in hours than the position they were laid off from.

G. “Bumping” shall be defined as follows: A bargaining unit member with more seniority and whose position has been eliminated or reduced in hours may “bump” the employee with the next lower amount of seniority within the same job classification level (provided that the employee shall have the necessary skills to perform the job into which they are “bumping”) and so on down the line until the employee with the least seniority within the classification is laid off. In the event that an
employee whose position has just been eliminated or reduced in hours wishes to “bump” into a different job classification level, the above stated procedure would be followed including possessing the necessary skills. It is further agreed to that the employee who is “bumping” could realize an hourly pay increase depending on their current hourly wage rate. A committee made up of the President of GOSSE, a GOSSE representative designated by the affected employee, and the Dean of Finance and Administrative Services will determine a fair and equitable hourly rate. If this committee cannot reach consensus then the matter shall be resolved by the President of Glen Oaks Community College or his/her designee. In the event an employee with superior seniority elects not to “bump” then that employee shall be laid off, but shall enjoy recall status according to seniority at the time of lay-off.

Any person displaced from a position, whether because of elimination of the position, or because of being bumped by another employee (according to the contract), shall have the right to bump into the next lower position with the same classification level. If an employee wishes to change classification level, the employee must possess the required skill sets to perform the duties of the position. Bumping to another classification is limited to the position with the next lower amount of seniority.

1. Upon notification by the Administration to the GOSSE employee that their position has either been eliminated, or that they have been bumped from their current position, the employee has two (2) business days to notify Glen Oaks Administration of their intent to choose one of the following three options:
   a) Layoff with recall rights up to one (1) year from the date of layoff per Article XI, Section B.
   b) Bump within their current Job Classification Level to the next lower senior position:
      *If the employee chooses to bump within their Job Classification Level, and chooses not to accept the next lower senior part-time position(s), they must try to bump into the next lower full-time position.
      *If the employee qualifies, by evaluation, for the next lower senior position, they will be awarded that position, and the current employee in that position will be bumped.
      *If the employee does not qualify, by evaluation, for the next lower senior position, they can then move on to the next lower senior position (choosing to not accept part-time positions) and attempt to qualify for that position.
      *The employee may repeat this process as needed until they either qualify for a position, or reach the bottom of the seniority list.
      *If the employee does not qualify for a position within their classification, they are placed on layoff.
      *The employee is only allowed to go through the seniority list once.
   c) Bump to a different Job Classification Level limited to the next lower senior position within the chosen Job Classification Level.
      *An employee only has one (1) chance at qualifying, by evaluation, for a position within a different Job Classification Level, and is limited to the next lower senior position.
      *If the employee does not qualify, they are placed on layoff.

2. Once the Administration has been notified of the employee’s decision to bump into a particular position, the Administration has five (5) business days to determine through various mechanisms whether the employee is qualified for the chosen position. If the
Administration needs additional time to make the determination, the GOSSE President and the affected employee will be notified.

H. It is hereby understood that if a public or private funding agency, reduces or discontinues the funding of employees, any action taken by the district which results in termination of employment of said employees is not subject to the grievance procedure. While this public or private funding continues, these employees will receive all benefits of the Master Contract guaranteed other employees. Should an employee, employed under said funding, subsequently be employed as a regular employee, seniority accrued during the period of said funding shall be credited to the employee.

I. An employee shall lose all seniority for the following reasons:

1. The employee quits or retires.

2. The employee is discharged and the discharge is not reversed through the procedure set forth in this Agreement.

3. The employee is absent for two (2) consecutive working days without notifying the employer (no call-no show). The employer will send written notification to the employee at the last known address that the seniority has been lost and employment has been terminated. In the event the employee is physically unable to contact the employer, and a licensed physician attests to the fact that the employee was not physically able to make contact with the employer, the employer shall make an exception. It is the responsibility of the employee to have a current place of residence on file with the Human Resources Office.

J. Seniority shall be determined by the last four (4) digits of the employees’ social security numbers, with the employee having the lowest such number being assigned first on the seniority list, between any two (2) or more employees who have the same seniority date.

All current GOSSE members, as of ratification of this Master Agreement, shall be grandfathered in placement of the seniority list. Determination of seniority for all new hires (effective after ratification of this agreement) shall be the process above.
ARTICLE XII
Vacancies, Promotions and Transfers

A. A vacancy shall be defined for purposes of this Agreement, as a position previously held by a bargaining unit member that the employer intends on filling, or a newly created position within the bargaining unit. No vacancy shall be filled until it has been posted internally for at least three (3) working days. Postings for GOSSE positions shall be posted according to the current job description shown in Appendix C of the contract unless amended according to Article VI, Section G of the Master Agreement.

B. Whenever a vacancy occurs, the Human Resources Office shall immediately notify the President of GOSSE. Internal notice of all GOSSE vacancies including temporary vacancies that result when a bargaining unit member is out on a long term leave that extends beyond ten (10) working days shall be posted on the bulletin boards in both staff lounges and sent via e-mail to all GOSSE Members.

C. The Board agrees to offer, in filling vacancies, the position to present bargaining unit members who have the necessary qualifications and experience.

When consideration is given to present bargaining unit members, and all qualifications (required and desired) and experience are equal, the vacancy will be offered to the current bargaining unit member with the most seniority. The Administration shall provide a revised seniority list to the Association each July 1. The Association shall have fifteen (15) days to notify the Administration and request a meeting to adjust the list if necessary.

When consideration is given to both non-bargaining unit members and bargaining unit members and all qualifications (required and desired) and experience are equal, the vacancy will be offered to the current bargaining unit member with the most seniority. In any case, the administration reserves the right to apply criteria of qualifications, both required and desired, and evaluate the experience of each candidate. If the bargaining unit member is denied the position, such person(s) shall be notified, in writing, the reason(s) for being denied the position.

D. Requests for transfer shall be made in writing, on forms provided by the Board, one copy of which may be filed with the president of GOSSE, unless the bargaining unit member requests that GOSSE not be informed.

E. All promotions shall be made in accordance with the levels and criteria established in the job descriptions, included in Appendix C, on file in the Human Resources Office.

F. In the event an employee who is transferred or promoted is found to be unsatisfactory in the new position; that employee shall have the right to return to the original position within fifteen (15) working days.

G. In the event an employee transfers job classification levels he/she could realize an hourly pay increase or reduction depending on their current hourly wage rate. A committee made up of the President of GOSSE, a GOSSE representative designated by the affected employee, and the Chief Operations Officer will determine a fair and equitable hourly rate. If this committee cannot reach consensus then the matter shall be resolved by the President of Glen Oaks Community College or his/her designee. When a GOSSE employee is assigned a new hourly rate, the GOSSE President will receive a copy of the letter, which is sent to the employee informing them of their new rate.
ARTICLE XIII

Grievance Procedure

A. A claim by a bargaining unit member, or the GOSSE, that there has been a violation, misinterpretation or misapplication of any provision of this Agreement, may be processed as a grievance as hereinafter provided. For purposes of this Article, working days shall exclude Holidays.

B. In the event that a bargaining unit member believes there is a grievance, the member shall first discuss the alleged grievance with the immediate supervisor, either personally or accompanied by a GOSSE representative. If, as a result of the discussion with the immediate supervisor, a grievance still exists, the bargaining unit member may invoke the formal grievance procedure.

C. The grievance shall be filed within twenty-five (25) working days of the alleged violation and shall be signed by the grievant. A copy of the grievance shall be delivered to the immediate supervisor and the Board’s Chief Negotiator. If the grievance involves more than one work location, it may be filed with the College President or the President’s designee.

D. Within five (5) working days of receipt of the grievance, the immediate supervisor shall meet with the GOSSE and/or the grievant in an effort to resolve the grievance. The immediate supervisor shall indicate, in writing, the disposition of the grievance within five (5) working days of such meeting, and shall furnish a copy thereof to the GOSSE and the grievant.

E. If the GOSSE and/or grievant is not satisfied with the disposition of the grievance, or if no disposition has been made within five (5) working days of such meeting, or ten (10) working days from the date of filing, the grievance shall be transmitted to the College President or the President’s designee. Within ten (10) working days, the College President or the designee shall meet with the GOSSE on the grievance. The grievant may use their own discretion regarding the attendance of this meeting. The President of the college or the designee shall indicate, in writing, the disposition within ten (10) working days of such meeting, and shall furnish a copy thereof to the GOSSE and the grievant.

F. If the GOSSE or the grievant is not satisfied with the disposition of the grievance by the College President, or if no disposition has been made within the period provided above, the GOSSE will notify the college, in writing, of its intention to seek arbitration within ten (10) working days. At this time, the Board of Trustees of Glen Oaks Community College may within five (5) working days announce its desire to review the grievance. If the Board of Trustees so desires, it will meet within ten (10) working days with the GOSSE and the grievant, if the grievant desires to attend. The Board shall have five (5) working days to announce its decision after the above meeting. If the Board of Trustees does not announce its decision to review the grievance within the time period, or if the GOSSE is not satisfied with the decision of the Board of Trustees, it may be submitted for arbitration. If the parties cannot agree as to the arbitrator within five (5) working days from the notification that arbitration will be pursued, the arbitrator shall be selected by the American Arbitration Association in accordance with its rules, which shall likewise govern the arbitration proceeding. The arbitrator shall have no power to alter, add to, or subtract from the terms of this Agreement. Both parties agree to be bound by the award of the arbitrator and agree that judgment thereon may be entered in any court of competent jurisdiction. All claims for back wages shall be limited to the amount of the wages that the employee would otherwise have earned, less any unemployment compensation or compensation for personal services that they may have received. It is agreed than an individual employee shall not have the authority to move a
grievance forward to be scheduled for arbitration. GOSSE maintains the responsibility to move all grievances forward, which shall include grievances filed on behalf of one (1) member.

G. The fees and expenses of the arbitrator shall be shared equally by the parties. Each party shall make arrangements for and pay any expenses of the witnesses who are called by them.

H. The time limits provided in this article shall be strictly observed but may be extended by written agreement of the parties. If the grievance is not processed in a timely manner by the employee or GOSSE, it shall be considered withdrawn.

I. Notwithstanding the expiration of this Agreement, any claim, or grievance arising hereunder, may be processed through the grievance procedure until resolution.

J. For the purpose of assisting a bargaining unit member or the GOSSE in the prosecution or defense of any contractual, administrative, or legal proceeding, including but not limited to grievances, the Board shall permit a bargaining unit member access to and the right to inspect and acquire personal copies the member’s personnel file and any other files or records of the Board which pertain to the bargaining unit member or any issue in the proceeding in question, within the limits of the Freedom of Information Act. Confidential letters of reference secured from sources outside the college shall be excluded from inspection.

K. A bargaining unit member who must be involved in the grievance procedure during the work day shall be excused with pay for that purpose.

L. If a grievance arises from the action of an authority higher than the immediate supervisor of the bargaining unit member, the GOSSE may present such grievance at the appropriate step of the grievance procedure.
ARTICLE XIV

Miscellaneous Provisions

A. In the event that any provision of this Agreement, at any time, be held to be contrary to law by a court of competent jurisdiction, from whose final judgment or decree an appeal has been taken within the time provided for doing so, such provision shall be void and inoperative; however, all other provisions of this Agreement shall continue in effect.

B. The provisions of the Agreement, and the wages, hours, terms and conditions of employment shall be applied without regard to race, creed, religion, color, national origin, age, sex, or marital status or membership in, or association with activities of any labor organization.

C. GOSSE agrees that during the life of this Agreement, neither GOSSE, its agents, nor its members will authorize, instigate, aid or engage in a work stoppage, slowdown, or strike. Willful violation of this article by any employee will constitute just cause for discipline, up to, and including discharge. The Board agrees that during the same period there will be no lockouts.

D. The Board agrees that no bargaining unit member shall be disciplined, reprimanded, reduced in level or compensation, or discharged without just cause. Any such disciplinary action shall be subject to the grievance procedure contained herein. All information forming the basis for disciplinary action will be made available to the bargaining unit member and to the GOSSE.

E. Copies of this Agreement shall be printed at the expense of the Board within thirty (30) days after it is signed, and shall be presented to all bargaining members now employed, or hereinafter employed by the Board. The GOSSE shall be provided with ten (10) additional copies at no extra charge, for its use.

F. **Assault** - If an employee, acting in the line of duty, is assaulted as defined by the law, the incident shall be immediately reported to the Board or its representative. Complete incident reports will be sent to the President’s office by the administration as soon as reasonably possible.

G. **Physical Assault or Injury** -
   1. If an employee, acting in the line of duty, is assaulted as defined by the law, the incident shall be immediately reported to the Community College President or its designee.

   2. An employee who is injured or harmed (while the employee is acting in the line of duty) will follow all guidelines and procedures for a work related injury, including completing the Employee Injury Report.

H. No GOSSE member shall be required to put themselves in a dangerous situation that could result in harm to the member. All GOSSE members shall be provided with an updated Emergency Plan of Action Policy and administrative contact list. In cases of emergency of severe weather, the Administration of the Community College shall be responsible for enforcement of all policies and procedures.
ARTICLE XV

Waiver of Bargaining

The parties acknowledge that during the negotiations which resulted in the Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining, and that the understandings and agreements arrived at by the parties after exercise of that right and opportunity are set forth in this Agreement. Therefore, the Board and the GOSSE, for the life of this Agreement, each voluntarily and unqualifiedly waive the right, and each agrees that the other shall not be obligated, to bargain collectively with respect to any subject or matter referred to, or covered in this Agreement, except where modified by this Agreement, or with respect to any subject or matter not specifically referred to or covered in this Agreement, even though such subjects or matters may not have been within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement.
ARTICLE XVI

Evaluation

A. Each GOSSE Member will participate in a GOCC Employee Performance Appraisal, based on their duties and responsibilities. The Employee Performance Appraisal tool shall be included as an Appendix of the Collective Bargaining Agreement. The appraisal will be administered as set forth below:

From date of hire:
First evaluation at sixty (60) days.
Second evaluation at six (6) months.
Then, one (1) evaluation once a year until the third year.
Afterwards, one (1) evaluation every three (3) years, or as deemed appropriate by supervisor.

B. Unsatisfactory Evaluation – Before a Bargaining Unit Member is rated unsatisfactory in their job performance, the supervisor shall meet with the individual at least one (1) month prior to such rating being submitted in order to put the Bargaining Unit Member on notice that their job performance is not satisfactory and to discuss means of improvement.

C. The Employee Performance Appraisal committee shall be equally represented by the Administration, GOSSE, and Faculty and shall have the authority through mutual agreement to revise the current process and tool.

In the event the Committee is unable to reach consensus on the development of the Employee Performance Appraisal process, the College Council shall have the authority to render the final decision on the process. The College Council shall review the Employee Performance Appraisal tool on an as needed basis. Should concerns be raised by any party regarding the tool or process, the Council shall convene the Evaluation Committee within fifteen (15) business days to address these concerns.
Article XVII

Duration of Agreement

This agreement shall be effective as of July 1, 2014, and shall continue in effect through June 30, 2017. Negotiations between the parties shall begin ninety (90) days prior to the contract expiration date of June 30, 2017. Parties shall meet within two (2) weeks of the notification of intent to bargain. If, pursuant to such negotiations, an agreement on the renewal or modification is not reached prior to the expiration date, this Agreement shall expire at such expiration date unless it is extended by mutual agreement of both parties.

For the GOSSE:

[Signatures]
UniServ Director/Chief Negotiator

Barbara A. Hale
President/Negotiator

Judy Fetch
Negotiator

Claire Beck
Negotiator

Dawn Wood
Negotiator

Date: August 13, 2014

For the Board of Trustees,
Glen Oaks Community College:

[Signatures]
Chairman

Secretary

Negotiator

Date: August 19, 2014
# APPENDIX A

## SALARY SCHEDULE

<table>
<thead>
<tr>
<th>2014-2015</th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>11.25</td>
<td>11.93</td>
<td>12.56</td>
<td>13.00</td>
</tr>
<tr>
<td>Step 2</td>
<td>11.44</td>
<td>12.13</td>
<td>12.75</td>
<td>13.18</td>
</tr>
<tr>
<td>Step 3</td>
<td>11.63</td>
<td>12.31</td>
<td>12.94</td>
<td>13.37</td>
</tr>
<tr>
<td>Step 4</td>
<td>11.82</td>
<td>12.50</td>
<td>13.12</td>
<td>13.56</td>
</tr>
<tr>
<td>Step 5</td>
<td>11.99</td>
<td>12.68</td>
<td>13.32</td>
<td>13.75</td>
</tr>
<tr>
<td>Step 6</td>
<td>12.18</td>
<td>12.87</td>
<td>13.50</td>
<td>13.93</td>
</tr>
<tr>
<td>Step 7</td>
<td>12.37</td>
<td>13.06</td>
<td>13.69</td>
<td>14.13</td>
</tr>
<tr>
<td>Step 8</td>
<td>12.56</td>
<td>13.25</td>
<td>13.87</td>
<td>14.31</td>
</tr>
<tr>
<td>Step 9</td>
<td>12.75</td>
<td>13.44</td>
<td>14.05</td>
<td>14.51</td>
</tr>
<tr>
<td>Step 10</td>
<td>12.94</td>
<td>13.62</td>
<td>14.25</td>
<td>14.68</td>
</tr>
</tbody>
</table>

This schedule reflects a 0% increase on steps 1-10

<table>
<thead>
<tr>
<th>2015-2016</th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>11.36</td>
<td>12.05</td>
<td>12.69</td>
<td>13.13</td>
</tr>
<tr>
<td>Step 2</td>
<td>11.55</td>
<td>12.25</td>
<td>12.88</td>
<td>13.31</td>
</tr>
<tr>
<td>Step 3</td>
<td>11.75</td>
<td>12.43</td>
<td>13.07</td>
<td>13.50</td>
</tr>
<tr>
<td>Step 4</td>
<td>11.94</td>
<td>12.63</td>
<td>13.25</td>
<td>13.70</td>
</tr>
<tr>
<td>Step 5</td>
<td>12.11</td>
<td>12.81</td>
<td>13.45</td>
<td>13.89</td>
</tr>
<tr>
<td>Step 6</td>
<td>12.30</td>
<td>13.00</td>
<td>13.64</td>
<td>14.07</td>
</tr>
<tr>
<td>Step 7</td>
<td>12.49</td>
<td>13.19</td>
<td>13.83</td>
<td>14.27</td>
</tr>
<tr>
<td>Step 8</td>
<td>12.69</td>
<td>13.38</td>
<td>14.01</td>
<td>14.45</td>
</tr>
<tr>
<td>Step 9</td>
<td>12.88</td>
<td>13.57</td>
<td>14.19</td>
<td>14.66</td>
</tr>
</tbody>
</table>

This schedule reflects a 1% increase on steps 1-10

<table>
<thead>
<tr>
<th>2016-2017</th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>11.48</td>
<td>12.17</td>
<td>12.82</td>
<td>13.26</td>
</tr>
<tr>
<td>Step 2</td>
<td>11.67</td>
<td>12.37</td>
<td>13.01</td>
<td>13.44</td>
</tr>
<tr>
<td>Step 3</td>
<td>11.86</td>
<td>12.56</td>
<td>13.20</td>
<td>13.64</td>
</tr>
<tr>
<td>Step 4</td>
<td>12.06</td>
<td>12.75</td>
<td>13.38</td>
<td>13.83</td>
</tr>
<tr>
<td>Step 5</td>
<td>12.23</td>
<td>12.93</td>
<td>13.59</td>
<td>14.03</td>
</tr>
<tr>
<td>Step 6</td>
<td>12.42</td>
<td>13.13</td>
<td>13.77</td>
<td>14.21</td>
</tr>
<tr>
<td>Step 7</td>
<td>12.62</td>
<td>13.32</td>
<td>13.97</td>
<td>14.41</td>
</tr>
<tr>
<td>Step 8</td>
<td>12.81</td>
<td>13.52</td>
<td>14.15</td>
<td>14.60</td>
</tr>
<tr>
<td>Step 9</td>
<td>13.01</td>
<td>13.71</td>
<td>14.33</td>
<td>14.80</td>
</tr>
<tr>
<td>Step 10</td>
<td>13.20</td>
<td>13.89</td>
<td>14.54</td>
<td>14.98</td>
</tr>
</tbody>
</table>

This schedule reflects a 1% increase on steps 1-10
## APPENDIX B: INSURANCE BENEFITS

<table>
<thead>
<tr>
<th></th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Plan(s)</td>
<td>$300/600 deductible in network $20/$25/$50 co-pay 0% co-insurance $2/$10/$20/$40 co-pay prescription card</td>
<td>High deductible with Health Savings Account (HSA) $1,250/2,500 (will change to $1,300/2,600 Jan. 1, 2015) deductible in-network $0 co-pay 0% co-insurance $2/$10/$20/$40 co-pay prescription card</td>
<td>No Health Plan</td>
</tr>
<tr>
<td>LTD</td>
<td>66 2/3% of Maximum eligible salary $3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation</td>
<td>66 2/3% of Maximum eligible salary $3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation</td>
<td>66 2/3% of Maximum eligible salary $3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation</td>
</tr>
<tr>
<td>Life</td>
<td>$40,000 with AD&amp;D</td>
<td>$40,000 with AD&amp;D</td>
<td>$40,000 with AD&amp;D</td>
</tr>
<tr>
<td>Vision</td>
<td>Benefits as included in VSP-2 Silver</td>
<td>Benefits as included in VSP-2 Silver</td>
<td>Benefits as included in VSP-2 Silver</td>
</tr>
<tr>
<td>Dental</td>
<td>75/50/50 $1000 Class I, II, III annual max 50: $1500 Class IV lifetime max 2 cleaning per year Sealants</td>
<td>75/50/50 $1000 Class I, II, III annual max 50: $1500 Class IV lifetime max 2 cleaning per year Sealants</td>
<td>75/50/50 $1000 Class I, II, III annual max 50: $1500 Class IV lifetime max 2 cleaning per year Sealants</td>
</tr>
</tbody>
</table>
APPENDIX C
JOB CLASSIFICATION

Level 4
Accounts Payable/Payroll Assistant
Accounts Receivable Assistant
Dean of Academics and Extended Learning/Faculty Assistant
Distance Learning Technician (Not Currently in Existence)
Library Technician
Maintenance Assistant
Maintenance Assistant/Locksmith (Not Currently in Existence)

Level 3
Custodian/Maintenance Helper (Not Currently in Existence)
Evening Library Clerk/Computer/Media Assistant (Not Currently in Existence)
Executive Assistant to the Assistant Dean of Enrollment Services/Registrar
Executive Assistant to the Assistant Dean of Enrollment Services/Registrar and Director of Admissions
Executive Assistant to the Associate Dean of Extended Learning and Workforce Development (Not Currently in Existence)
Executive Assistant to the Athletic Director
Executive Assistant to Childcare Center (Not Currently In Existence)
Executive Assistant to the Director of Nursing
Executive Assistant to the Director of Financial Aid
Executive Assistant to the Medical Assistant Program Chair
Library Clerk/Computer/Media Assistant
Media /Computer/Library Assistant
Morning Library Clerk/Computer/Media Assistant (Not Currently in Existence)

Level 2
Bookstore Assistant
Childcare Lab Clerk (Not Currently In Existence)
Computer Lab Assistant
Custodian/Maintenance Helper
Distance Learning Clerk
Financial Aid Clerk
Fitness/Wellness Lab Clerk (Not Currently in Existence)
Occupational Admissions Clerk (Not Currently in Existence)
Occupational Admissions Outreach Specialist (Not Currently in Existence)
Registration/Records Clerk
Senior Secretary to Student Services/Counseling (Not Currently in Existence)
Senior Secretary to Chief Operations Officer (Not Currently in Existence)
Senior Secretary (Evening) to Dean of College/Faculty (Not Currently in Existence)
Senior Secretary to Director of the Center for Business Services (Not Currently In Existence)
Senior Secretary to Director of Student Support Services (Not Currently in Existence)
Senior Secretary to Director of Upward Bound (Not Currently in Existence)
Switchboard Operator Receptionist – Days
Switchboard Operator Receptionist – Evenings
Tutoring/Testing Staff Technician

Level 1
Custodian
LEVEL 4

POSITION TITLE: ACCOUNTS PAYABLE/PAYROLL ASSISTANT

REPORTS TO: Controller

DATE: April 30, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position require an in-depth knowledge of accounting procedures as well as an understanding of data processing procedures. The Accounts Payable/Payroll Clerk assists in the implementation of the College’s general financial policies, procedures, systems and reporting. Examples performed by this position include:

1. Maintain purchase order and invoice files, validating invoices for payment, preparing, issuing accounts payable checks and reports.
2. Post all budget and accounting records.
3. Prepare payroll checks to include checking time cards and other pay authorizations.
4. Maintain files required to document disbursements.
5. Prepare reports as required.
6. Assist in program reviews and audits as required.
7. Monitor budget for purchasing and accounts payable and return documents to originating office for necessary adjustments.
8. Research vendors, obtain W-9 forms, complete credit applications, and submit tax exempt forms to vendors.
9. Issue and maintain purchase orders.
10. Monitor accounts payable and request refunds for credit when necessary.
11. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in Accounting.
- Knowledge of accounting as evidenced by one year of college level accounting or equivalent experience.
- Knowledge and skill in operation of computer, desk calculator and other standard office machines and equipment.
- Ability to deal effectively with the public.
- One (1) year relevant work experience.

(Other combinations of experience and/or education which could provide the required knowledge, skills and abilities may be considered on an individual basis.)
REPORTS TO: Controller

DATE: April 30, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES:

Employees in this position require knowledge of accounting procedures as well as an understanding of data processing procedures. The Accounts Receivable Assistant participates in the implementation of the College’s general financial policies, procedures, systems and reporting. Examples performed by this position include:

1. Receive all revenue and account for same. Balance cash drawer and prepare deposits.
2. Prepare billing and maintain files on receivables.
3. Input data such as student payments, book charges, etc. into the College’s accounts receivable system.
4. Answer inquiries (including telephone) regarding registration costs for prospective students.
5. Monitor student refunds. Process necessary paperwork to support the disbursement.
6. Assist in physical inventories and audits as required.
7. Act as secondary backup for the Bookstore.
8. Assist in directing the activities of student workers.
9. Manage collections process.
10. Monitor and manage student account activity for completeness and accuracy; including 3rd party payment system.
11. Monitor de-registration process.
12. Represent Business Office at new student orientations.
13. Print reports as required.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in Accounting or Business Degree with a concentration in Accounting.
- Knowledge of accounting as evidenced by one year of college level accounting or equivalent experience.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of computer, desk calculator, and other standard office machines and equipment.
- One year relevant work experience.

(Other combinations of experience and/or education which could provide the required knowledge, skills, and abilities may be considered on an individual basis.)
DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, copier). Examples performed by this position include:

1. Prepare individual copies of and maintain a complete file of course syllabi for faculty and instructional improvements.
2. Schedule department meetings twice a year and type the minutes.
3. Prepare class materials to assist faculty in delivering quality instruction.
4. Prepare and honor the confidentiality of test/exam materials. Does not grade papers and/or tests. Does not proctor quizzes, tests, or exams for instructors.
5. Prepare attendance letters for instructors when needed.
6. Prepare student survey for Full-Time and Annual faculty twice a year. See that it is sent to the University of Washington. Upon return, make sure completed paperwork gets to the proper departments.
7. Take minutes for the Curriculum Committee. Type the agenda, collect CDMs, and make necessary copies.
8. Make sure the CDM process is followed and corrections get inputted into the computer.
9. Create and maintain faculty mailboxes each semester.
10. Distribute faculty mail/messages daily.
11. Expand mail/message distribution to include designated mid-levels and support personnel.
12. Prepare and place the order, secure and provide instructional supplies for all faculty.
13. Order, secure and provide special supplies as individually requested by faculty.
14. Maintain contact with multiple textbook publishers as needed by course discipline to facilitate textbook selection by faculty.
15. Order all desk copies and teachers’ manuals to assist faculty in quality instruction.
16. Respond to students needing assistance in their contact or communication with faculty.
17. Track professional development for Full-Time and Annual faculty.
18. Assist students with password for the Angel system.
19. Print the Online Learning rosters for the Testing and Tutoring Center.
20. Assist with the Job Fair.
21. Handle internships.
22. Handle the booking of charters for field trips for the faculty.
23. Maintain the copier in the F-Wing. Order the toner and, if needs repair, call for service.
24. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Associate Degree in Office Occupations.
- Demonstrated proficiency in Word, Excel, and Power Point.

Desired
- Bachelor’s degree
- One (1) year experience in secretarial position.
POSITION TITLE:  DISTANCE LEARNING TECHNICIAN (NOT CURRENTLY IN EXISTENCE)

REPORTS TO:  Dean of Academics and Extended Learning

DATE:  July 1, 2005
Hours worked:  20

DUTIES AND RESPONSIBILITIES:

Employees in this position serve as the technical support responsible for operating, editing, duplicating and aiding distribution of all Distance Learning courses. They will work with the Director of Distance Learning to meet goals for the department to enhance overall technical operations in the District Learning Center. They will also review, update and direct all procedures for the video course implementation. Examples performed by this position include:

1. Provide support for Blackboard and current technologies in the Division. Create students’ login in Blackboard and provide Blackboard training and support for faculty.
2. Maintain a high standard of communication required by and delivered to the other divisions of the college, as well as the student body.
3. Implement sound technical procedures and related reporting techniques as needed by the Dean of the College and the Director of Distance Learning.
4. Participate in planning sessions regarding the technology and applications for distance learning.
5. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP:  As assigned.

QUALIFICATIONS:

Required
-Related Associates Degree.
-Ability to communicate in a positive and effective manner with college faculty, staff, students and other public constituents.
-Knowledge and skills in operation of video equipment, Excel, Word, Access, internal communication software and standard office machines and equipment.
-Knowledge of and experience with Blackboard.
-Two years relevant work experience.
POSITION TITLE: **LIBRARY TECHNICIAN**

REPORTS TO: **Library Director**

DATE: July 1, 2008

Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position perform many support activities needed to operate a library. They help librarians acquire, organize and make materials accessible to others. They answer questions and direct library users to standard references, perform routine cataloging of library materials, verify information on order requests and help supervise other support staff. They operate and maintain audiovisual equipment and assist library users with retrieving information from computer databases. Examples performed by this position include:

1. Staff the library two evenings a week and open and close the library and library lab when necessary.
2. Schedule and move audiovisual equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers, and computers.
3. Handle all correspondence, the telephone, shelf list files, personnel records and various forms of communication.
4. Assist the librarian in the acquisition of all library materials: order, receive, return and maintain accounts. Check prices, create purchase orders, and follow through with trouble shooting problems.
5. Assist in the processing or withdrawal of materials including maintaining library databases.
6. Assist in all phases of circulation and maintain circulation records. Assist with creating library cards, overdue notices, hold and release transcripts on database and notifying students of transcripts being held.
7. Prepare periodic statistical reports utilizing the automation system when necessary.
8. Serve as key operator for library copiers and printers, order supplies, report monthly readings and call in service.
9. Assist the librarian in the training and supervision of the work-studies and direct others in the absence of the Director.
10. Assist in providing basic reference services on-line and in print, referring to librarian when necessary.
11. Assist in the sending and receiving of Inter-Library Loan requests.
12. Assist in setting up digital conferencing programs, when requested.
13. Maintain an audiovisual equipment inventory and a record of maintenance.
14. Maintain a working knowledge of electronic materials, networked databases, the Internet, and curriculum related software to assist students, faculty and patrons.
15. Assist the librarian and the network administrator in monitoring the library network and ensuring that patron use remains within college policies.
16. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**
- Associate Degree in Library Science (equivalent combination of education and experience may be substituted).
- Ability to deal effectively with the public, faculty, students, work studies, and other staff.
- Ability to instruct student assistants in work methods and procedures.
- Accuracy, precision, attention to detail.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of library/audiovisual/telecommunications equipment, computers, other standard office machines and curriculum related software.
- Two (2) years relevant work experience.
POSITION TITLE: MAINTENANCE ASSISTANT

REPORTS TO: Maintenance Manager

DATE: July 1, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES:

Employees in this position install, maintain and repair (and sometimes operate) mechanical, electrical and other maintenance trade equipment such as locks, control-valves, filters, motors, tanks, fans, radiators, hoists, thermostats, refrigerators, pumps, sewers, boilers, air conditioners, heavy equipment and other types of equipment using various types of tools and knowledge and principles of the maintenance trades.

The knowledge of electrical wiring, systems and equipment is essential as well as understanding of the principles involved in systems such as cooling, sewer, water, heating and pressure systems. (Some knowledge of the principles of other maintenance trades is also important, such as welding, plumbing, carpentry, construction, painting and masonry/plaster.) The various types of equipment and systems may be located in buildings or garages, or on outdoor sites. Examples performed by this position include:

1. Make correct adjustments and perform preventive or corrective maintenance on heating and cooling systems.
2. Perform safe preventive or corrective maintenance of electrical circuits, motor controls, etc.
3. Make structural changes as required.
4. Snow removal and mow campus grounds as required.
5. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in Technology field (equivalent combination of education and experience may be substituted).
- Must have a CDL license.
- Must demonstrate a general knowledge of heating and cooling systems.
- Must demonstrate a safe working knowledge of 110, 208, 480 voltage, 3-phase power electric circuit, such as motor controls, lighting, switching and power outlet circuits.
- Must demonstrate a practical knowledge of rough carpentry and finish carpentry.
- Must demonstrate a general knowledge of brazing, cutting, and welding metal.
- Two (2) years relevant work experience.

Employer shall reimburse affected employee for all fees associated with maintaining the CDL Class C endorsement.
POSITION TITLE: MAINTENANCE ASSISTANT/LOCKSMITH (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Maintenance Manager

DATE: April 9, 2012
Hours Worked: 40

DUTIES AND RESPONSIBILITIES:

Employees in this position install, maintain and repair (and sometimes operate) mechanical, electrical and other maintenance trade equipment such as locks, control-valves, filters, motors, tanks, fans, radiators, hoists, thermostats, refrigerators, pumps, sewers, boilers, air conditioners, heavy equipment and other types of equipment using various types of tools and knowledge and principles of the maintenance trades.

The knowledge of electrical wiring, systems and equipment is essential as well as understanding of the principles involved in systems such as cooling, sewer, water, heating and pressure systems. (Some knowledge of the principles of other maintenance trades is also important, such as welding, plumbing, carpentry, construction, painting and masonry/plaster.) The various types of equipment and systems may be located in buildings or garages, or on outdoor sites. Examples performed by this position include:

1. Make correct adjustments and perform preventive or corrective maintenance on heating and cooling systems.
2. Perform safe preventive or corrective maintenance of electrical circuits, motor controls, etc.
3. Make structural changes as required.
4. Snow removal and mow campus grounds as required.
5. Maintain locks of all GOCC buildings as required by the Employer.
6. Supplies/mail delivery to all GOCC buildings.
7. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
-Associate Degree in Technology field (equivalent combination of education and experience may be substituted).
-Locksmith Certified and maintain certification as locksmith technology changes and is required by the Employer.
-Must demonstrate a general knowledge of heating and cooling systems.
-Must demonstrate a safe working knowledge of 110, 208, 480 voltage, 3-phase power electric circuit, such as motor controls, lighting, switching and power outlet circuits.
-Must demonstrate a practical knowledge of rough carpentry and finish carpentry.
-Must demonstrate a general knowledge of brazing, cutting, and welding metal.
-Two (2) years relevant work experience.
POSITION TITLE: CUSTODIAN/MAINTENANCE HELPER (CDL Class C Endorsement Required) (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Maintenance Manager/Custodian Supervisor

DATE: July 1, 2011
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position participate in a variety of custodial tasks using basic skills, knowledge, practices and tools of the custodial service. The employee is required to work from uniform methods and standards and oral and written instructions, select required cleaning compounds, materials and equipment, participate in the cleaning of all campus owned buildings and furniture and perform related custodial tasks according to prescribed methods and procedures of the service. Examples performed by this position include:

1. Reads and follows directions on chemical containers, understands general cleaning, disinfecting, floor finishing and basic chemicals.
2. Washes walls, ceilings, woodwork, windows, mirrors, and fixtures using both step and extension ladders as required.
3. Scrubs, strips, sanitizes, waxes and buffs floors using powered machines equipped with rotating brushes.
4. Sweeps, vacuums and dust mops floors and stairways.
5. Dusts such items as blinds, furniture, file cabinets, and windowsills using cloths or various hand-cleaning items.
6. Polishes furniture, metal work and chrome using appropriate cleaning and polishing compounds.
7. Cleans and services restrooms.
8. Gathers and disposes of rubbish and waste materials by hand or with the use of powered equipment.
9. Locks and unlocks premises.
10. Replaces light bulbs.
11. Enforces reserved parking areas.
12. Assists with snow removal and mowing of campus grounds as needed.
13. Assists with room set-ups as needed.
14. Serves as the GOCO bus driver and operate other heavy equipment as needed
15. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required:
- High school diploma/GED or equivalent experience.
- Be able to handle 24” to 60” dust mops and 24 oz. wet mops effectively.
- Must have general knowledge of operating cleaning machines and of general maintenance.
- Physical characteristics to perform duties.
- CDL Class C endorsement, annual MDOT physical, random drug screen as required by MDOT

Desired:
- Should be an observant self-motivator in order to look for and take care of special problems.
- Previous related work experience.

Employer shall reimburse affected employee for all fees associated with maintaining the CDL class C endorsement.
POSITION TITLE: EVENING LIBRARY CLERK/COMPUTER/MEDIA ASSISTANT (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Library Director

DATE: July 1, 2008
Hours Worked: 20

DUTIES AND RESPONSIBILITIES

Employees in this position are the first contact for library patrons. They must maintain excellent public relations for the library. They fulfill all responsibilities of the circulation desk. They meet the informational and educational needs of the patrons by assisting those students using various curriculum related software and those researching via the library catalog, periodical databases, and/or the internet. They monitor the functioning of the library network and ensure that patrons remain in compliance with college policies. They fill in for other library staff. Examples performed by this position include:

1. Close the library and library lab and provide appropriate security.
2. Schedule and move equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers, and computers.
3. Maintain the circulation function of the library, including checking materials in and out, creating library cards, re-shelving materials in designated areas sending out overdue notices, maintaining statistics and reports, holding and releasing transcripts, and notifying students of transcripts being held.
4. Assist the librarian in providing web pages, information literacy, public relations, and in assessing library services.
5. Provide secretarial support for the librarian, including correspondence and maintaining files and documentation.
6. Assist the librarian in the training and supervision of the work-studies.
7. Upon occasion, fill in for other library staff, possibly opening the library and library lab.
8. Assist in providing basic reference services on-line and in print, referring to librarian when necessary.
9. Assist in the acquisition, processing, or withdrawal of materials, including maintaining library databases.
10. Assist in the sending and receiving of InterLibrary Loan requests.
11. Assist in setting up digital conferencing programs, when requested.
12. Maintain a working knowledge of electronic materials, network databases, the Internet, and curriculum related software to assist students, faculty, and patrons.
13. Assist the librarian and the network administrator in monitoring the library network and library and ensuring that patron use remains within college policies.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in related field.
- Ability to deal effectively with the public, faculty, students, work studies, and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment, computers and curriculum related software.
- Demonstrate keyboarding ability.

Desired
- One (1) year work experience in related field.
- Experience with library procedures and library automation software.
EXECUTIVE ASSISTANT TO THE ASSISTANT DEAN OF ENROLLMENT SERVICES & REGISTRAR

REPORTS TO: Assistant Dean of Enrollment Services & Registrar

DATE: April 13, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Coordinate and assist with all registration processes including web registration.
2. Process grade changes and grade point re-evaluations.
3. Coordinate and assist with the processing of transcript requests and transfer evaluations.
4. Input student data, registrations, and add/drops.
5. Manage the class lists, wait-lists, cancellations, unpaid students and other student lists and processes.
6. Perform degree/certificate audits, order diplomas, and covers. Post degree or certificates in computer.
7. Assist with pre-audit and the preparation of state and federal reports.
8. Process reports to the National Student Clearing House.
9. Assist faculty with web grading and students with online access.
10. Update certificate and degree requirements in computer.
11. Maintain college taxonomy.
12. Provide desk coverage during lunch or break times for various units within the department and provide evening coverage, as needed.
13. Assist in the process of identifying students for the President and Who’s Who Awards, and any other award nomination.
14. Assist in the preparation of the Dean’s and President’s lists, Probation list, and Suspension list each semester.
15. Provide support to ensure operations and accessibility of e-Advising, Web Advisor, and efficient use of Datatel for Student Services Department.
16. Compare documents and/or data to confirm accurate information from various areas, including Financial Aid, student addresses, and appropriate tuition and fee applications; and report identified discrepancies and/or errors to the Dean of Students.
17. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Associate Degree in related field.

Desired
- One year relevant work experience.
POSITION TITLE: EXECUTIVE ASSISTANT TO THE ASSISTANT DEAN OF ENROLLMENT SERVICES & REGISTRAR AND DIRECTOR OF ADMISSIONS

REPORTS TO: Director of Admissions

DATE: May 1, 2014

Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Assist in supervision of work-study students and student ambassadors.
2. Assist the Director of Admissions in data entry in the use of a student enrollment management database, to track prospective, admitted, and registered students through their lifecycle at Glen Oaks Community College.
3. Provide secretarial service to the Director of Admissions and the Director of Student Services/Registrar.
4. Retrieve mailed and web generated applications for admissions. Enter the data from Admissions applications (website generated, e-mail, and hand delivered), create student files, print the admit letter, and prepare for mailing.
5. Enter data from ACT and SAT scores, high school transcripts, and GED’s.
6. Measure students, faculty, and staff for caps and gowns; orders and distributes caps and gowns; returns items to rental company (for graduation).
7. Assist with college functions related to the department e.g. College Nights, Orientation Transfer Day, New Student Orientation, Campus visitations by prospective students of all ages, and off-campus presentations.
8. Handle incoming mail, phone calls and appointment arrangements for the Admissions Office and the Registrar, as needed.
10. Assist with the display and inventory of all college promotional literature, pertaining to admissions, in the student services area of the college and at other on-campus locations.
11. Assist the Admissions Office in the preparation of packets and distribution of College promotional items for off-campus locations and events.
12. Assist with the student probation/suspension process.
13. Support the Judicial Review committee with student disciplinary process and procedures.
14. Prepare letters for student refund requests.
15. Assist the Director of Admissions in obtaining the marketing area school rosters for prospective students. Create mailing lists for recruiting purposes.
16. Serve as back up for Registration.
17. Assist in setting up advisor and placement testing appointments.
18. Schedule on campus college visits.
19. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in related field or sufficient progress towards degree to be able to complete within a year.
- Demonstrate keyboarding ability.
- Skilled in Microsoft Office Suite.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Attention to detail essential.
- Strong interpersonal communication ability with the public, students, and all staff.

Desired
- One (1) year experience in secretarial position.
- Bi-lingual with ability to speak English and Spanish.
EXECUTIVE ASSISTANT TO THE ASSOCIATE DEAN OF EXTENDED LEARNING AND WORKFORCE DEVELOPMENT (NOT CURRENTLY IN EXISTENCE)

POSITION TITLE: EXECUTIVE ASSISTANT TO THE ASSOCIATE DEAN OF EXTENDED LEARNING AND WORKFORCE DEVELOPMENT (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Dean of Academics and Extended Learning

DATE: April 9, 2012
Hours Worked: 40

DUTIES AND RESPONSIBILITIES
Employees in this position serve as the consistent office support for the Distance Learning Center and the Associate Dean of Extended Learning and Workforce Development. They will review, update and direct all procedures for the day-to-day operations of the Center and provide general support for distance learning operations and the office of the Associate Dean. The position is responsible for phone correspondence, handling all customer concerns in the office, video distribution, administration of Michigan Community College Virtual Learning Collaborative, phone, Internet and in person duties as assigned. Examples performed by this position include:

1. Create and maintain a high standard of services within the DL office including communications required by and delivered to other divisions of the college, as well as the student body.
2. Assist in development goals for the department to enhance overall operations of the Distance Learning Center.
3. Keep current with computer programs such as Word, Excel, Access, PowerPoint, and DATATEL.
4. Monitor budgetary requirements for the Distance Learning Center.
5. Plan, organize and participate in professional development meetings for the Distance Learning Center.
7. Maintain DL webpage.
8. Handles correspondence for the MCCVLC with proctors, proctor sites and students, including questions about tuition, financial aid, processes, fees etc.
9. Maintain a continuously updated list of new part-time and Distance Learning faculty, which includes coordinating with IT to ensure accurate DL and part-time faculty lists. This list shall be provided to the HR Department for the purposes of contract creation for the effected faculty.
10. Administer student evaluations each semester, record results, in summary form (includes student retention results) and provide to faculty and administration.
11. Run weekly log-in reports on students/faculty.
12. Call/mail/e-mail/text message with students if they haven’t been logging in regularly to Moodle/Angel.
13. Coordinate on-line open houses for each semester (Fall, Winter, and Summer).
14. Helps ensure DL class modules are ADA compliant.
15. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate degree in related field.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of computer and other office equipment.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Demonstrate keyboarding ability.

Desired
- One (1) year experience in secretarial position.
- Demonstrate proficiency in Word, Excel, Access, and PowerPoint programs.
- Demonstrate proficiency in Datatel.
POSITION TITLE: EXECUTIVE ASSISTANT TO THE ATHLETIC DIRECTOR

REPORTS TO: Athletic Director & Dean of Finance/Administrative Services

DATE: June 10, 2014

Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position perform many support activities needed to operate the Athletic Department. They will work with the Athletic Director to meet the goals for the department, and to enhance the overall operations of the department. They will provide support for the Athletic Director, Head Coaches, and Assistant Coaches. Employees in this position, performing the full range of secretarial duties, function as secretaries, coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial functions, such as composing, editing, and prioritizing office communications, and when appropriate, resolve issues. They will participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Provides secretarial support services for Athletic Director and Coaches as it is related to the athletic program. Duties include, but are not limited to the following:
   a. Making travel arrangements for overnight travel for all sports teams, coaches, and the Athletic Director.
   b. Requesting meal money and assisting in completing reimbursement forms for each sport, Athletic Director’s and coach’s travels for the Controller.
   c. Scheduling vehicles for all department travel, including recruiting, errands, and team travels.
   d. Typing schedules and rosters for each sport.
   e. Notifying all involved (MCCAA Head of Sports, Head of Officials, A.D., Coaches, College, Media, etc.) of team schedule changes.
   g. Requesting officials pay and monitoring any changes in home event officials scheduling.
   h. Preparing the cash box for basketball gate and the concession stands.
   i. Counting and depositing, to the Controller, all cash and checks that come into the office, which include home event gate monies, concession stand monies, and athletic fundraiser monies for each sport.
   j. Taking minutes at departmental meetings.
   k. Processing all internal requisitions and occasional ordering of supplies.
   l. Printing all student-athlete course schedules for all coaches when requested.
   m. Typing certificates for each student-athlete who completes their season.

2. Assists with the organization of clinics, tryouts, awards banquet, athlete orientation, and other special events.

3. Operating budgets – assist in preparing yearly budget for the Athletic Department and all sports for the review and approval of the Athletic Director. Reconciles the budget monthly and notifies the Athletic Director of any problems. Informs coaches of their individual budgets as requested. Prints budget reports as requested.

4. Agency and Fund Raising Account Budgets – prepares check requests for coaches from agency accounts. Counts and deposits to the Controller, all cash and checks for agency accounts for all sports. Reconciles agency accounts on a monthly basis and notifies the Athletic Director and/or coaches of any problems. Prints agency account reports as requested by coaches.


6. Maintains student athletic files which include physical forms, insurance forms, code of conduct forms, letters of intent, release forms, transfer forms and awards. Maintains ACCESS database of student athletes.

7. Eligibility – prints all transcripts, evaluates each student-athlete’s GPA, enters data in NJCAA Audit, completes requirements as requested by the NJCAA for the review and approval of the Athletic Director.

8. Recruiting – assists with mailing recruiting packets, arranging tours for new or prospective student athletes, scheduling Accu-placer and mass recruiting mailings as requested.

9. Fundraisers and Outings – organize and assist with the running of both. Create flyers and prepare mass mailings associated with both. Maintain ACCESS databases used for fundraiser and outings. Responsible for all cash and checks collected for fundraiser and outings and depositing of said funds to the Controller. Prepare Excel income statement and monitor Agency Account.

10. Maintain student athletic handbooks and copies for athletes.

11. Student/Athlete Evaluations – check in all student/athlete evaluations. Maintain a “late list” and read all evaluations as a screening step prior to submission to the Athletic Director.

12. Sports camps: assist with mass mailings five (5) or six (6) times annually, register students, maintain several ACCESS databases, count and deposit to the Controller all cash and checks, type certificates for each camper.
13. Complete Equity in Athletics report required yearly by the U.S. Department of Education for Title IV funding.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

**Required**
- Associates Degree in related field (equivalent combination of education and experience may be substituted).
- High School diploma/GED.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.

**Desired**
- One (1) year experience in secretarial position.
POSITION TITLE: EXECUTIVE ASSISTANT TO CHILDCARE CENTER (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Childcare Director

DATE: July 1, 2005
Hours worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position will substitute for the Director in his/her absence. They will supervise and ensure the safety of children at all times, including recognizing needs and/or problems of the children. They must have current knowledge of all policies including FIA regulations and the Department of Consumer and Industry Services regulations. They will need to effectively communicate with the children and other staff members. They must be responsive to parents and act as a resource guide for them.

Examples performed by this position include:

1. Keep director informed of center needs.
2. Report to the Director of any special needs or problems with children, including suspected cases of abuse or neglect.
3. Plan and implement the curriculum that is appropriate to age and development of the children which includes:
   a. making games and projects to accompany lesson plans
   b. altering resources to provide these lesson plans
   c. creating interactive centers that reflect the theme for the week
   d. obtaining reading material from library to enrich the weekly curriculum
4. Every semester, evaluate all children in the center in each area of development. Hold parent teacher conference when needed.
5. Develop monthly newsletters.
6. Assist in the shopping for the center.
7. Assist in writing requisitions for the center as needed and the finalization of monthly billing information, and invoicing.
8. Contribute to the monthly cleaning/ keep the classroom neat and orderly.
9. Assist in maintaining the student and employee files.
10. Participate in orientation and enrollment for new parents.
11. Attend conferences and workshops.
12. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS

Required
- Associate’s Degree in Early Childhood Education or General Studies with a CDA.
- Recent demonstrated experience in a formal education setting working with children.
- Ability to work cooperatively with others.
- Able to pass a criminal background and FIA-child abuse & neglect background check.
- Must be willing to work a flexible schedule.
- Demonstrate keyboarding ability.
POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF NURSING

REPORTS TO: Director of Nursing

DATE: June 10, 2014
Hours worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions, guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier)).

This position provides support to the Director of Nursing and to students in both levels of Nursing programs and the CNA course.

Examples performed by this position include:

1. Maintain and monitor student records on attendance (letters), courses completed, and student progress necessary for the State Board. Organize the office and maintain computer and physical files to document information. Identify any problems to the Director of Nursing.
2. Develop and maintain a computerized tracking file of student progress through each program. Insure that all students meet prerequisites and graduates meet degree requirements. Contact students not making progress to set up appointments with the Director. Provide licensing boards with student degree information.
3. Collect immunization and CPR records for students and follow up with students not meeting requirements.
4. Distribute immunization and CPR records for students and follow up with students not meeting requirements.
5. Issue and maintain contracts with clinical agencies and maintain records necessary for the State Board and other accrediting agencies. Answer general questions from clinical agencies and refer to the Director as needed.
6. Maintain nursing book for each class including advisory minutes and test reports (NLN). Order tests and maintain testing results.
7. Schedule, type agenda, and take minutes at the Health Advisory Committee meetings.
8. Provide initial information about programs to new students, maintain and distribute new student packets, and set up appointments with the Director for new students. Maintain the student handbook.
10. Maintain a clinical rotation schedule and a master schedule of class offerings.
11. Maintain each semester’s class schedule for review by the Director of Nursing.
12. Maintain a word file for the self-study required by the State Board of Nursing, and other licensing boards and accrediting bodies.
13. Set up meetings for the Director of Nursing and maintain his/her calendar.
14. Schedule, type agenda, take minutes and maintain the Friends and Alumni of Nursing book.
15. Assist with planning and development of Nursing pinning ceremony.
16. Assist with reports for graduate and nursing related surveys and employer program satisfaction surveys.
17. Track job placement rates by nursing cohort.
18. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS

Required
- Associate degree (equivalent combination of education and experience may be substituted).
- Demonstrate keyboarding ability.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

Desired
- One (1) year experience in secretarial position.
POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF FINANCIAL AID

REPORTS TO: Director of Financial Aid

DATE: May 1, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

2. Gives out verbal and printed general financial aid information at the counter and on the phone.
3. Verifies completion of all financial aid related forms and distributes copies as appropriate to internal and external processors.
4. Assists in the maintenance of all student financial aid files as required by the Department of Education for institutional, state and federal recipients. (All required documentation in files.)
5. Assists in maintenance of scholarship awards, monitors enrollment and adjusts awards as required and billing for state scholarships.
6. Maintains work-study contracts, monitors hours, adjusts awards as required, and post job descriptions online and on Job Board.
7. Monitors veterans' enrollment and prepares all paperwork to go to the Veterans Administration.
8. Acts as backup to the Admissions, Counseling and Registration offices.
9. Assist students with Student Loan/Deferment process.
10. Supervise financial aid work-study students.
12. Monitors and tracks financial aid “no show” attendance list/proof of attendance.
13. Creates and mails award letters to students receiving financial aid.
15. Creates and mails SAP letters, as needed.
16. Upon notification of identification of students requiring Exit Counseling, create and mail letters.
17. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in related field.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences and mathematical aptitude.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Demonstrate keyboarding ability.

Desired
- One (1) year experience in secretarial position.
- Familiarity with financial aid regulations and procedures.
POSITION TITLE: EXECUTIVE ASSISTANT TO THE MEDICAL ASSISTANT PROGRAM CHAIR

REPORTS TO: Dean of Academics and Extended Learning

DATE: July 1, 2014

DUTIES AND RESPONSIBILITIES
The employee in this position performs clerical and secretarial duties related to the coordination of office activities. Performs the clerical tasks of filing, scheduling appointments, and record maintenance. Supports the Program Chair through knowledge of equipment and policies and procedures related to the Medical Assistant Program. Operates computers and has advanced knowledge of Windows, Word, PowerPoint and Excel. Maintains the Excel spreadsheets for the program accreditation records. Maintains student records; CPR, criminal background checks and immunizations. Keeps current contract books of health care agencies. This position supports the Chair and instructors of the program by setting up lab equipment, ordering and delivering audio visual resources, ordering and maintaining lab supplies. Assists the Chair with maintenance of grades, program eligibility and preparedness, of students entering the program. Examples performed by this position include:

1. Maintain and monitor student records, courses completed, student progress and other information needed to maintain accreditation records and standing.
2. Maintain and monitor student records through a computerized tracking system to insure that students meet all prerequisites and graduates meet all degree requirements
3. Maintain Excel program statistical records for program accreditation.
4. Maintain brochures, advertisements, and marketing materials for the programs, other than those maintained by the marketing and publications department.
5. Handle all correspondence coming into and leaving the office.
6. Set-up “On the Concourse” events; schedule spaces, equipment and supplies.
7. Collect and maintain CPR, criminal background checks and immunization records for students of the program.
8. Assist in planning and organizing the MA Advisory Board meetings. Take minutes at all meetings held by the program.
9. Maintain Advisory Board member’s contact information: phone numbers and emails.
10. Assist the Program Director in organizing the yearly MA Program Instructor Retreat.
11. Maintain a calendar for the Chair; setup meetings and schedule appointments.
12. Support faculty and staff with ordering and stocking of supplies in the office and labs.
13. Assist instructors in lab settings to progress students through to final competency completion.
14. Provide initial information about programs to new students, maintain and distribute new student packets. Maintain the student handbook and WebPages.
15. Issue and maintain contacts with clinical agencies, physician offices and ambulatory clinics. Answer initial inquiries and refer to the Chair when appropriate.
16. Maintain class schedules for the program. Assist the Chair with contacting of instructors and assurance of program integrity and quality.
17. Communicates with students regarding needed materials and documentation for program completion.
18. Orders catering and supplies for meetings/retreats.
19. Setups contacts for graduation photos and schedules appointment times.
20. Works with Practicum Coordinator in agency supervisor contacts to maintain needed contracts and malpractice insurances.
21. Assist with planning and development of medical Assisting pinning ceremony.
22. Other duties within the scope of this position as assigned by the Program Chair.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS

Required
- Associates degree (equivalent combination of education and experience may be substituted)
- Demonstrated keyboarding ability.
- Knowledge and skill in operation of computer, fax, photo-copier and other standard office machinery.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Certified Medical Assistant and/or medical office experience in both front and back office

Desired
- One year experience in secretarial position.
POSITION TITLE:  **LIBRARY CLERK/COMPUTER/MEDIA ASSISTANT**

REPORTS TO:  **Library Director**  

DATE:  July 1, 2014  
Hours Worked:  40

**DUTIES AND RESPONSIBILITIES**

Employees in this position are the first contact for library patrons. They must maintain excellent public relations for the library. They fulfill all responsibilities of the circulation desk, they meet the informational and educational needs of patrons, by assisting those students using various curriculum related software and those researching via the library catalog, periodical databases and/or the internet. They monitor the functioning of the library network and ensure that patrons remain in compliance with college policies. They fill in for other library staff. Examples performed by this position include:

1. Open the library and library lab and prepare for the day’s responsibilities, or close the library and library lab and provide appropriate security.
2. Schedule and move equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers, and computers.
3. Maintain the circulation function of the library including checking materials in and out, creating library cards, re-shelving materials in designated areas, sending out over dues, maintaining statistics and reports, holding and releasing transcripts, and notifying students of transcripts being held.
4. Assist the librarian in providing web pages, information literacy, public relations, and in assessing library services.
5. Provide secretarial support for the librarian, including handling correspondence and maintaining files and documentation.
6. Assist the librarian in the training and supervision of the work-studies.
7. Staff the library up to two evenings a week.
8. Assist in providing basic reference services on-line and in print, referring to librarian when necessary.
9. Assist in the acquisition, processing, or withdrawal of materials including maintaining library databases.
10. Assist in the sending and receiving of InterLibrary Loan requests.
11. Assist in setting up digital conferencing programs, when requested.
12. Maintain a working knowledge of electronic materials, networked databases, the Internet, and curriculum related software to assist students, faculty and patrons.
13. Assist the librarian, the network administrator and the webmaster in monitoring the library network and library web pages, maintaining statistics of patron use, and ensuring that patron use remains within college policies.
14. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATION:**

**Required**
- Associate degree in related field.
- Ability to deal effectively with the public, faculty, students, work studies and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment, computers and curriculum related software.
- Demonstrate keyboarding ability.
- Demonstrated knowledge of library research.

**Desired**
- One (1) year work experience in related field.
- Experience with library procedures and library automation software.
DUTIES AND RESPONSIBILITIES

Employees in this position perform many support activities to meet the informational and educational needs of patrons, especially those utilizing electronic resources. They assist those students in using various curriculum related software and those researching via the library catalog, periodical databases and/or the Internet. They monitor the functioning of the library network, maintain statistics on use, and ensure that patrons remain in compliance with college policies. They assist at the circulation desk and fill in for other library staff. Examples performed by this position include:

1. Open the library and library lab and prepare for the day’s responsibilities, or close the library and library lab and provide appropriate security.
2. Schedule and move equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers and computers.
3. Assist the librarian in providing web pages, information literacy, public relations, and in assessing library services.
4. Maintain a working knowledge of electronic materials, networked databases, the Internet, and curriculum related software to assist students, faculty and patrons.
5. Assist in providing basic reference services on campus and on-line, referring to librarian when necessary.
6. Assist the librarian and the network administrator in monitoring the library network and library web pages, maintaining statistics of patron use, and ensuring that patron use remains within college policies.
7. Staff the library up to two evenings a week at the request of the librarian.
8. Assist in maintaining the circulation functions of the library and in the sending and receiving of InterLibrary Loan requests.
9. Assist with the acquisition, cataloguing, processing and withdrawal of materials, including maintaining library databases.
10. Assist the librarian in the training and supervision of the work studies.
11. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in related field.
- Ability to deal effectively with the public, faculty, students, work studies and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment, computers and curriculum related software.
- Demonstrate keyboarding ability.

Desired
- One (1) year relevant work experience.
- Credentials in curriculum and library related software.
- Experience with web page maintenance.
POSITION TITLE: MORNING LIBRARY CLERK/COMPUTER/MEDIA ASSISTANT (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Library Director

DATE: July 1, 2008
Hours Worked: 20

DUTIES AND RESPONSIBILITIES

Employees in this position are the first contact for library patrons. They must maintain excellent public relations for the library.

They fulfill all responsibilities of the circulation desk. They meet the informational and educational needs of the patrons by assisting those students using various curriculum related software and those researching via the library catalog, periodical databases, and/or the internet. They monitor the functioning of the library network and ensure that patrons remain in compliance with college policies. They fill in for other library staff. Examples performed by this position include:

1. Open the library and library lab and prepare for the day’s responsibilities.
2. Schedule and move equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers, and computers.
3. Maintain the circulation function of the library, including checking materials in and out, creating library cards, re-shelving materials in designated areas; sending out overdue notices, maintaining statistics and reports, holding and releasing transcripts, and notifying students of transcripts being held.
4. Assist the librarian in providing web pages, information literacy, public relations, and in assessing library services.
5. Provide secretarial support for the librarian, including correspondence and maintaining files and documentation.
6. Assist the librarian in the training and supervision of the work-studies.
7. Upon occasion, fill in for other library staff, possibly closing the library and library lab with appropriate security.
8. Assist in providing basic reference services on-line and in print, referring to librarian when necessary.
9. Assist in the acquisition, processing, or withdrawal of materials, including maintaining library databases.
10. Assist in the sending and receiving of InterLibrary Loan requests.
11. Assist in setting up digital conferencing programs, when requested.
12. Maintain a working knowledge of electronic materials, network databases, the Internet, and curriculum related software to assist students, faculty, and patrons.
13. Assist the librarian and the network administrator in monitoring the library network and library and ensuring that patron use remains within college policies.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- Associate Degree in related field.
- Ability to deal effectively with the public, faculty, students, work studies, and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment computers and curriculum related software.
- Demonstrate keyboarding ability.

Desired
- One (1) year work experience in related field.
- Experience with library procedures and library automation software.
POSITION TITLE:  BOOKSTORE ASSISTANT

REPORTS TO:  Controller

DUTIES AND RESPONSIBILITIES

Employees in this position require an in-depth knowledge of retailing with a special emphasis on text and trade book management. An understanding of accounting and data processing practices is required. The Assistant is responsible for the general operation of the bookstore. The physical appearance of the store must be attractive and neat as this facility serves an important public relations function. Examples performed by this position include:

1. Cashier in bookstore.
2. Responsible for the daily operation of the Bookstore and purchasing for the same.
3. Communicate with faculty and staff to insure the proper selection of textbooks and supplies, apparel, and miscellaneous items.
4. Insure textbooks are requisitioned in sufficient time and quantity to meet known demand. Insure that excess stock is returned in a timely manner.
5. Communicate with publishers and vendors as required to maintain rapport.
6. Maintain files to document purchases and returns.
7. Receive stock, determine prices, shelve and maintain an inventory of same.
8. Book Buy Back: Determine needs and arrange for buy back as required.
9. Responsible for annual physical inventory.
10. Act as secondary backup to the Accounts Receivable Clerk.
11. Assist in directing the activities of student workers.
12. Answer inquiries (including telephone) regarding registration costs, student accounts, etc.
13. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP:  As assigned

QUALIFICATIONS:

Required
- High school diploma/GED.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of cash register, computer, desk calculator and other standard office machines and equipment.
- Knowledge of retailing as evidenced by 1 year of college level retailing/marketing course or equivalent work experience.
- Demonstrate keyboarding ability.

Desired
- Associate Degree in Business or Retailing
- One (1) year relevant work experience.
POSITION TITLE:  CHILDCARE LAB CLERK (NOT CURRENTLY IN EXISTENCE)

REPORTS TO:  Childcare Director  DATE:  July 1, 2005

Hours Worked:  25

DUTIES AND RESPONSIBILITIES:

Employees in this position supervise and ensure the safety of children at all times, including recognizing needs and/or problems of children. They will need to effectively communicate with parents, children, and other staff members. They must be able to keep confidential information confidential. Examples performed by this position include:

1. Keep Director informed of center needs.
2. Report to the Director of any special needs or problems with children, including suspected cases of abuse or neglect.
3. Administer appropriate discipline as established by the Director.
4. Contribute to the monthly cleaning/ keep the classroom neat and orderly.
5. Contribute ideas to weekly/monthly lesson plans.
6. Assist the lead teacher in keeping adequate records of the children’s progress on a daily basis.
7. Change diapers and toilet train toddlers.
8. Assist in the enrollment process for new parents.
10. Attend conferences and workshops.
11. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP:  As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED.
- Recent demonstrated experience in a formal education setting working with children.
- Ability to work cooperatively with others.
- Able to pass a criminal background and FIA-child abuse & neglect background check.
- Must be willing to work a flexible schedule.

Desired
- Currently enrolled in Associates Degree in Early Childhood Education.
POSITION TITLE: COMPUTER LAB ASSISTANT

REPORTS TO: Network Technician

DATE: July 1, 2014

Hours Worked: 15, up to 20 hours as needed during peak times.

DUTIES AND RESPONSIBILITIES:

This position is designed to provide support to the network technician in maintaining and upgrading computers campus wide. This is a technical position working with hardware, software, and network administration. Examples performed by this position include:

1. Clean and maintain the computer labs.
2. Keep computer labs stocked with paper and change printer cartridges.
3. Assist with the installation of software.
4. Assist in software conversion.
5. Assist the network engineer with simple network administration tasks.
6. Troubleshoot PC and printer problems.
7. Replace defective PC and printer components with the network technician’s supervision.
8. Work with the website administrator as needed.
9. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required:
- High school diploma/GED
- Knowledge and skills in operation of current Windows and Microsoft software products.
- Entry-level PC repair.
- Demonstrate keyboarding ability.
- Demonstrate web development ability.

Desired:
- Associate Degree in related field.
DUTIES AND RESPONSIBILITIES

Employees in this position participate in a variety of custodial tasks using basic skills, knowledge, practices and tools of the custodial service. The employee is required to work from uniform methods and standards and oral and written instructions, select required cleaning compounds, materials and equipment, participate in the cleaning of all campus owned buildings and furniture and perform related custodial tasks according to prescribed methods and procedures of the service. Examples performed by this position include:

1. Reads and follows directions on chemical containers, understands general cleaning, disinfecting, floor finishing and basic chemicals.
2. Washes walls, ceilings, woodwork, windows, mirrors, and fixtures using both step and extension ladders as required.
3. Scrubs, strips, sanitizes, waxes and buffs floors using powered machines equipped with rotating brushes.
4. Sweeps, vacuums and dust mops floors and stairways.
5. Dusts such items as blinds, furniture, file cabinets, and windowsills using cloths or various hand-cleaning items.
6. Polishes furniture, metal work and chrome using appropriate cleaning and polishing compounds.
7. Cleans and services restrooms.
8. Gathers and disposes of rubbish and waste materials by hand or with the use of powered equipment.
9. Locks and unlocks premises.
10. Replaces light bulbs.
11. Enforces reserved parking areas.
12. Assists with snow removal, mowing of campus grounds, and general yard maintenance as needed.
13. Assists with room set-ups as needed.
14. Assists with painting as needed.
15. Deliver packages.
16. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required:
- High school diploma/GED or equivalent experience.
- Be able to handle 24” to 60” dust mops and 24 oz. wet mops effectively.
- Must have general knowledge of operating cleaning machines and of general maintenance.
- Physical characteristics to perform duties.

Desired:
- Should be an observant self-motivator in order to look for and take care of special problems.
- Previous related work experience.
POSITION TITLE: DISTANCE LEARNING CLERK

REPORTS TO: Dean of Academics and Extended Learning

DATE: May 12, 2014
Hours Worked: 10-15, up to 20 during peak times as needed.

DUTIES AND RESPONSIBILITIES

Employees in this position, performing a full range of clerical duties, function as the office coordinator working with students, faculty, college administrators, and distance learners. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in office coordination activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier, camera). Examples performed by this position include:

1. Provide office coverage for the Distance Learning Center.
2. Work with students to provide course materials, and graded exams.
3. Maintain faculty files for Online Learning Center courses.
4. Maintain student files for Online Learning Center students.
5. Provide phone coverage for Online Learning Center.
6. Available to work independently evenings and Saturdays with minimal supervision.
7. Assist in development of goals for the department to enhance overall operations of the Online Learning Center.
8. Monitor budgetary requirements for the Online Learning Center.
9. Plan, organize, and participate in professional development meetings for the Online Learning Center.
10. Maintain OL page.
11. Handles correspondence for the MCCVLC with proctors, proctor sites and students, including questions about tuition, financial aid, processes, fees, etc.
12. Run weekly log-in reports on students/faculty.
13. Call/mail/e-mail/text message with students if they haven’t been logging in regularly to Moodle/Angel.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public and good phone skills.

Desired
- Associate Degree in Office Occupations (equivalent combination of education experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: FINANCIAL AID CLERK

REPORTS TO: Director of Financial Aid

DATE: July 1, 2005
Hours Worked: 20

DUTIES AND RESPONSIBILITIES

Employees in this position perform a variety of secretarial duties and tasks where the secretarial discipline is a substantial and/or essential part of the work, while learning the knowledge and/or guidelines of the service and developing skills needed to perform the work. Work is performed, independently, under general guidance from Director. Examples performed by this position include:

1. Assist the Financial Aid office with application processing by inputting all documents, tracking of student documents, retrieving, modifying and mailing letters, prepare and distribute financial aid transcripts and satisfactory academic progress letters, and completion of social services forms.
2. Responsible for processing all tracking and notification to students for required financial aid documents, prepares and coordinates mailing of all financial aid correspondence, relating to financial aid creation. Prepare and distribute financial aid transcripts and satisfactory academic progress letters, and completion of social services forms and student attendance verification and budgets for apartment rentals.
3. Provide Financial Aid information to students, faculty and staff from 4:00 p.m. to 6:30 p.m.
4. Create, update and maintain financial aid files. (ISIR, Family Independence Agency forms)
5. Generate and track delinquent and default loan mailings.
6. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required:
- High school diploma/GED or equivalent experience.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired:
- Prior secretarial experience.
POSITION TITLE: FITNESS/WELLNESS LAB CLERK (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Fitness/Wellness Director  
DATE: July 1, 2005  
Hours Worked: 25

DUTIES AND RESPONSIBILITIES

Employees in this position perform a variety of clerical duties related to maintaining the records of students’ visits. They record daily workout forms, tally student visits, data input information, generate reports and memos, make signs, and stock supplies. They also assist in maintenance and cleaning of the fitness center. Examples performed by this position include:

1. Help check in members and students using the Fitness center and follow opening procedure when lab technician is not available.
2. Answer telephone and provide information on enrollment costs and policies.
3. Assist with emergencies consistent with Fitness Center procedures.
4. Check over, record and file daily workout forms.
5. Provide weekly tallies of student’s visits and reminders regarding grade requirements.
6. Computer data entry, prepare reports and maintain files.
7. Create signs, forms and type memos for Fitness Center activities and monitor supplies of all handout materials.
8. Complete word processing and other clerical tasks as requested by the center coordinator.
9. Assist with purchasing and stocking supplies for the Fitness Center.
10. Assist coordinator and other staff in creating/updating fitness center manual and all necessary forms
11. Create, update and maintain health/fitness bulletin boards.
12. Do towel laundry and help with maintenance and cleaning of equipment.
13. When instructors are not available give fitness center tours and assist in fitness center sponsored activities as needed.
14. Assist set-up, check over and coordinate all paperwork and supplies for orientations.
15. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED
- Knowledge and skill in operation of computers and other standard office machines.
- Ability to deal effectively with the public.
- Demonstrate keyboarding ability.

Desired
- Associate Degree
- Excellent attendance and punctuality.
POSITION TITLE: OCCUPATIONAL ADMISSIONS CLERK (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Director of Nursing

DATE: May 12, 2014
Hours Worked: 10-15

DUTIES AND RESPONSIBILITIES

Employees in this position will be responsible for assisting the Nursing Department office in recruiting and working with incoming students. They will help maintain records of students and assist in tracking their progress through their programs. Examples performed by this position include:

1. Refer students to various campus resources, such as but not limited to counseling, registration, financial aid, special populations contact, etc.
2. Help maintain academic records with data entry and database maintenance as pertaining to nursing students as required by the College.
3. Assists the Director of Nursing, Registrar, and Institutional Effectiveness Coordinator regarding nursing student data.
4. Assist nursing, registration/records, and research areas with necessary testing, reporting, and accreditation requirements regarding nursing students.
5. Collaborates with the Assistant to Nursing regarding Nursing Division projects.
6. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned

QUALIFICATIONS:

Required
- High school diploma/GED.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public. Good telephone skills.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: OCCUPATIONAL ADMISSIONS OUTREACH SPECIALIST

REPORTS TO: Dean of Students (50%)/Dean of Teaching and Learning (50%)  DATE: July 1, 2011
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position will be responsible for assisting the admissions office in recruiting and working with incoming students with special consideration to those interested in occupational programs. They will maintain and track retention records, and assist the students’ progress through their academic program. Examples performed by this position include:

1. Contact students to help clarify education occupational program goals.
2. Coordinate with counseling office and/or instructor(s) to talk with students about their goals.
3. Refer students to various campus resources such as but not limited to counseling, registration, financial aid, special populations contact, etc.
4. Maintain academic coding with date entry and database administration of all students with special consideration of occupational students for tracking and reporting.
5. Sustain necessary communications with the admissions office and faculty for follow-up with prospective students regarding occupation programs.
6. Data entry into the enrollment management database to track prospective, admitted, and newly registered students.
7. Send out GOCC requested materials to occupational and other prospective students.
8. Assist the Admissions Department, Special Populations Department, and other college departments with research data on occupational students.
9. Assist with college functions related to the department e.g. College Nights, Freshman Orientation, Campus visitation by prospective students and community presentations.
10. Provide backup office coverage for the counseling and registration offices.
11. Relieves switchboard as required.
12. Assist the Special Population Department with the maintenance and upkeep of special population student files and student data entry as required by Perkins Legislation.
13. Assist the Student Support Specialist/Single Parent Coordinator in identifying, coding, and contacting students in non-traditional programs. Also assist with support groups for these students.
14. In coordination with Counselors/Advisors, provide support to all HRDI/TRA/NWLB students.
15. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned

QUALIFICATIONS:

Required
- High school diploma/GED.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public. Good telephone skills.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: REGISTRATION/RECORDS CLERK

REPORTS TO: Dean of Students

DATE: December 6, 2011
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position assist with the full range of registration duties and student services coverage. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws) and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Process registration and add/drop forms.
2. Keep inventory and maintain registration forms during registration periods and schedule change periods.
3. Assist in notifying students of schedule changes, cancellations and course openings.
4. Check registrations for accuracy.
5. Assist in the unpaid student identification, notification, and status change actions.
6. Provide customer service to the public in person, on telephone and through the website.
7. Provide Tech Support Liaison assistance for student ID/Password updates for Web-Advisor and Web Registration initiatives. Prepare late-term postcard mailing to students with Web Advisor ID/Password instructions.
8. Post Dean’s and President’s probation/suspension list to student records.
10. Assist with the student transfer evaluation process.
11. Assist and maintain transfer equivalency data for students and databases for web information.
12. Assist in the management of student transcript requests and produce and send transcripts, including the distance learning, MCCVLC, CTE, dual enrollment related transcript exchanges.
13. Notify students and record receipt of transcripts.
14. Assist in the maintenance of all student files.
15. Coordinate and complete data imaging projects and contribute to the maintenance of student files.
16. Monitor the “no show” attendance list with the financial aid and Dean of the College’s offices.
17. Generate academic attendance letters for the Dean of Students signature.
18. Assist with the monitoring of “last day of attendance” for students with 0.0 grade with the Financial Aid Office and Dean of College’s Office.
19. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High School diploma/GED
- Demonstrate keyboarding ability.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Ability to deal effectively with the public.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: SENIOR SECRETARY TO STUDENT SERVICES AND COUNSELING/ADVISING (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Dean of Students

DATE: July 30, 2013
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Act as receptionist/information for Student Services.
2. Type correspondence for counselors/advisors and Single Parent Coordinator and update counseling files.
4. Assist in arrangement for placement testing, individual and standardized testing.
5. Handle all incoming mail and phone calls for the counseling office, Single Parent Coordinator, and assist other Student Services phone calls.
7. Schedule academic advising for academic advisors.
8. Mail international student packets and give special attention to international students, as directed.
9. Update curriculum guides and promotional materials and assist with maintaining literature racks.
10. Relieves switchboard as required.
11. Act as backup to the Registration and Financial Aid offices.
12. Assist Internship Coordinator in preparing necessary correspondence for program.
13. In consultation with the supervisor, schedule counselor/advisors to ensure sufficient coverage for anticipated student activity level.
14. Supervise work-study students.
15. Assist with taking job postings over the phone, by e-mail, and in person. Monitor job placement bulletin boards which include recording dates posted and adding/removing as required in coordination with the counselors assigned to the job placement.
16. Provide support for the operation of lobby computer(s) and extra counseling/advising computers as needed by student users.
17. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Demonstrate ability to interact effectively with the public.
- Must be able to multi-task.
- Ability to work with frequent interruptions in the flow of task completion.
- Strong interpersonal communication skills with the public, students and staff.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: ADMINISTRATIVE SERVICES SPECIALIST (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Dean of Finance and Administrative Services

DATE: March 5, 2013
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Provides support services for the Dean of Finance and Administrative Services.
2. Research and create new vendors and mail W-9 forms to vendors.
3. Prepares the monthly journal entries of internal charges, such as vehicles, telephone, and copier usage; and coordinates vehicle usage.
4. Schedules academic building use other than scheduled academic classes.
5. Serves as main backup for the Day Switchboard and relieves switchboard as required.
6. Sorts incoming mail, distribution, and serves as a backup in outgoing mail processing.
7. Serves as IT Help Desk Coordinator.
8. Maintains the student unpaid list, which shall include monthly billings sent to students.
9. Prepare lists of unpaid student debts being sent to collections.
10. Other duties within the scope of this position as assigned by their supervisors.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: SENIOR SECRETARY (EVENING) TO DEAN OF TEACHING AND LEARNING/FACULTY (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Dean of Teaching and Learning/Faculty

DATE: July 1, 2005
Hours Worked: 32

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Prepare course outlines, tests, and other materials used in the classroom and/or in performance of faculty duties (typing, data input, word-processing, photocopying).
2. Order desk copies/teacher’s manuals for instructors.
3. Distribute faculty mail/message daily and maintain employee mailboxes.
4. Monitor classrooms and give tests to students when faculty are unable to attend and request such services.
6. Provide supplies for faculty and maintain supply drawer.
7. Relieve evening switchboard.
8. Does not grade papers and/or tests.
9. Other duties within the scope of this position as assigned by their supervisor.

COMMITEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondence.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: SENIOR SECRETARY TO DIRECTOR OF THE CENTER FOR BUSINESS SERVICES (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Director of the Center for Business Services

DATE: July 1, 2005

Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Provide standard secretarial support service to the Assistant and Director of the Center for Business Services such as typing of contracts and correspondence, photocopying, bulk mailing and telephone answering duties.
2. Maintains the Center’s marketing databases and correspondence files on the computer. Assists in maintaining files of presenters, files on special events, company files, semester course notebooks and grant notebooks.
3. Performs registrations, transfer, refunds and other customer requests for all Center for Business Services courses, customized training contracts and grant-funded training programs.
4. Assists with the preparation of Business Outlook (quarterly), Wage Survey (annually), and seminar promotional brochure development.
5. Coordinates with instructors to provide necessary equipment and support, such as the duplication and assembly of materials for participants.
6. Sets-up business and computer seminars which may include evenings and weekends. Handles all room reservation arrangements, room set-up, name cards, refreshment arrangements and assists presenters with logistical needs (markers, flip chart paper, etc.)
7. Schedules the renting of the Nora Hagen House by businesses and organizations. This includes taking reservations, giving tours and sending out confirmation letters, monthly billing and yearly usage reports.
8. Prepare and mail all requests for business packets (for individuals requesting information on how to start a business). Arrange business consultation meetings for small businesses who would like to receive counseling assistance.
9. Assists with admissions/recruitment efforts during peak times and with Switchboard relief as assigned.
10. Supervises work-study students.
11. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
POSITION TITLE: SENIOR SECRETARY TO THE DIRECTOR OF STUDENT SUPPORT SERVICES (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Director of Student Support Services

Date: July 1, 2011
Hours Worked: 20

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Provides secretarial support services for the Director, Project Advisor and Retention Coordinator of Student Support Service Program, such as creating student folders, typing of documents and correspondence, photocopying, bulk mailing, scheduling of advising appointments and answering the telephone.
2. Maintains the program’s databases and correspondence files of the computer. Assists in maintaining files of participant activities and upkeep of data bases related to the assignment.
3. Makes arrangements for all Student Support Services activities including all social/cultural activities, workshops, college tours, etc. Responsible for making room reservations/arrangements, room set-up, refreshment arrangement and travel arrangements.
4. Performs all data input functions and records keeping functions as required; may result in some weekend duties in preparation of the annual report which shall be in accordance with the Master Agreement.
5. May be scheduled to work up to two (2) nights per week to allow for flexibility of student schedules.
6. Develops necessary documents (spreadsheets, queries, etc.) to assist in the effort to record and maintain the Student Support Services Program information.
7. Assists with marketing, distribution of publications and promoting the Student Services Program within the College and Community.
8. Researches and provides information necessary to maintain and update the website. This includes providing information to the Webmaster.
9. Other duties within the scope of this position as assigned by the supervisor of Student Support Services.

COMMITTEE MEMBERSHIP: As assigned

QUALIFICATIONS:

Required
- High school diploma/GED
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
- Advanced word processing, Excel database software and desktop publishing skills.
POSITION TITLE: SENIOR SECRETARY TO DIRECTOR OF UPWARD BOUND (NOT CURRENTLY IN EXISTENCE)

REPORTS TO: Director of Upward Bound

DATE: July 1, 2011
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copyer). Examples performed by this position include:

1. Provides secretarial support service to the Director and Program Advisor of the Upward Bound Program, such as typing of contracts and correspondence, photocopying, bulk mailing and telephone answering duties.
2. Maintain the program’s databases and correspondence files on the computer. Assist in maintaining files of participant activities and keeping databases up to date.
3. Coordinate with instructors to provide necessary equipment and support, such as the duplication and assembly of materials for participants for use during the Summer Academy.
4. Make arrangements for all Upward Bound activities including all social/cultural activities and college tours by handling all room reservation arrangements, room set-up, name cards, refreshment arrangements and travel arrangements.
5. Perform data input functions as required.
6. Responsible for all record keeping functions of the Upward Bound Program which may require some evenings and weekends to use in preparation of the annual report.
7. Assist the Upward Bound Program Advisor in organizing all workshops.
8. Develop spreadsheets as needed to maintain the Upward Bound Program information.
9. Assist the Director in completion of the annual program performance report.
10. This position will require some overtime depending on program events.
11. Responsible for updating and maintaining Upward Bound’s Calendar of Events on website.
12. Responsible for picture selection and uploading of pictures to the Upward Bound website.
13. Other duties within the scope of the position as assigned by the Director and/or Program Advisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

Desired
- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.
- Ability to use Microsoft Access or compatible database software program.
- Ability to walk for long periods of time as needed for college tours and social/cultural activities.
POSITION TITLE: SWITCHBOARD OPERATOR RECEPTIONIST/DAYS

REPORTS TO: HR Coordinator I

DATE: April 30, 2014
Hours Worked: 40

DUTIES AND RESPONSIBILITIES

Employees in this position operate a switchboard to relay incoming and outgoing calls, supply information to callers, record messages, assist in establishing local or long distance telephone connections and receive visitors, obtain names and nature of business. This position also performs a variety of secretarial duties and clerical tasks when necessary. Work is performed, independently, under general supervision. The employee interprets and applies instructions and/or guidelines and takes appropriate actions in completing work assignments. Examples performed by this position include:

1. Answer incoming calls, take messages, and place calls.
2. Provide information and directory service.
3. Sort incoming mail and prepare daily out-going mail for pick-up by maintenance and bundles, bags, and request funds for bulk mailings.
4. Maintain current supply of frequently used phone books.
5. Prepare weekly What’s Happening.
8. Prepare class cancellation signs and notify students of cancellations, campus events, weather information, and general college information.
9. Input information on the kiosk message centers (4).
10. Provides secretarial support to the Dean of Finance and Administrative Services and the Human Resources Department.
11. Assist in urgent matters with contacting appropriate personnel.
12. Keep switchboard manual up-to-date and train employees for back-up coverage for switchboard.
14. Maintain student e-mails query and assist students with resetting log-ins.
15. Maintain various logs (i.e student homework, vehicle usage, master key, etc…).
16. Maintain and order common administrative area supplies.
17. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED or equivalent experience.
- Knowledge and skill in operation of switchboard, computer, and other standard office machines and equipment.
- Ability to deal effectively with the public.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

Desired
- Prior switchboard/receptionist experience.
- Knowledge and skill in operation of postage scale and meter.
POSITION TITLE: SWITCHBOARD OPERATOR RECEPTIONIST/EVENINGS

REPORTS TO: HR Coordinator II

DATE: April 30, 2014

Hours Worked: 20 hours, up to 28 hours during peak times as needed.

DUTIES AND RESPONSIBILITIES

Employees in this position operate a switchboard to relay incoming and outgoing calls, supply information to callers, record messages, assist in establishing local or long distance telephone connections and receive visitors, obtain names and nature of business. This position also performs a variety of secretarial duties and clerical tasks when necessary. Work is performed, independently, under general supervision. The employee interprets and applies instructions and/or guidelines and takes appropriate actions in completing work assignments. Examples performed by this position include:

1. Answer incoming calls, take messages and place calls.
2. Provide information and directory service.
3. Provide secretarial support for the HR Coordinator II and Director of Business Services.
4. Set up courses and sections in the system for Business Services.
5. Assist with registration of enrollees in Business Services and Continuing Education courses or programs by taking phone registrations, mailing information, maintaining mailing lists, keeping the enrollment progress counts and lists, and type refund and cancellation correspondence. Input enrollees into computer system for seminars and grant training.
6. Complete certificates for Business Services courses.
7. Prepare class cancellation signs and notify students of cancellations as needed.
8. During college breaks, hours of work may need to be adjusted.
9. Cashiering in the college bookstore during evening hours as needed.
10. Maintain the student unpaid list, which shall include monthly billings sent to students, and shall be responsible for fielding all associated phone calls related to student billings.
11. Inputs information on the kiosk message center.
13. Maintain current employee information on parking permits and Glen Oaks keys.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required
- High school diploma/GED or equivalent experience.
- Knowledge and skill in operation of switchboard, computer, and other standard office machines and equipment.
- Ability to deal effectively with the public.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

Desired
- Prior switchboard/receptionist experience.
- Associate Degree and accounting experience.
DUTIES AND RESPONSIBILITIES:

Employees in this position perform many support activities needed to operate the Tutoring and Testing Center. They assist the Director in proctoring a variety of tests, monitoring and assisting students using computers, and managing test files. Employees will substitute for the Director in his/her absence. Examples performed by this position include:

1. Monitoring and assisting students with computer programs such as Excel, Word, and Access.
2. Proctoring a variety of tests, including but not limited to Accuplacer (on and off campus), GOCC tests, Distance Learning tests, and tests sent in from other colleges.
3. Scheduling and tracking the use of visual aid equipment and reading tests to students with documented reading disabilities.
4. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS

Required
- High School diploma/GED.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of computers and other standard office machines and equipment.
- Demonstrate keyboarding ability.

Desired
- Associate Degree.
- One (1) year relevant work experience.
LEVEL 1

POSITION TITLE: **CUSTODIAN**

REPORTS TO: **Custodian Supervisor**

DATE: July 1, 2005
Hours Worked: 40

**DUTIES AND RESPONSIBILITIES:**

Employees in this position participate in a variety of custodial tasks using basic skills, knowledge, practices and tools of the custodial service. The employee is required to work from uniform methods and standards and oral and written instructions, select required cleaning compounds, materials and equipment, participate in the cleaning of all buildings and furniture and perform related custodial tasks according to prescribed methods and procedures of the service. Examples performed by this position include:

1. Reads and follows directions on chemical containers, understand general cleaning, disinfecting, floor finishing and basic chemicals.
2. Washes walls, ceilings, woodwork, windows, mirrors, and fixtures using both step and extension ladders as required.
3. Scrubs, strips, sanitizes, waxes and buffs floors using powered machines equipped with rotating brushes.
4. Sweeps, vacuums and dust mops floors and stairways.
5. Dusts such items as blinds, furniture, file cabinets, and windowsills using cloths or various hand-cleaning items.
6. Polishes furniture, metal work and chrome using appropriate cleaning and polishing compounds.
7. Cleans and services restrooms.
8. Gathers and disposes of rubbish and waste materials by hand or with the use of powered equipment.
9. Locks and unlock premises.
10. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**
- High school diploma/GED or equivalent experience.
- Be able to handle 24” to 60” dust mops and 24 oz. wet mops.
- Must have general knowledge of operating cleaning machines.
- Physical characteristics to perform duties.

**Desired**
- Should be an observant self-motivator in order to look for and take care of special problems.
- Previous related work experience.
Glen Oaks Community College
Employee Performance Appraisal

Employee: _______________________________   Supervisor: _______________________________
Position: _______________________________   Date: _____________________

Review position description for accuracy. Identify any additions, deletions or revisions to your current job description. Return revised position description with completed performance appraisal.

___ No revisions made
___ Yes, revisions made (see attached)

How challenging are your job responsibilities:
___ Good challenge   ___ Too challenging   ___ Not challenging enough

List any significant events during the past year and any activities performed that fit college priorities:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Identify your strengths in your job performance. Identify any weaknesses.
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

List possible work process improvements: _________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________ 

In what areas do you feel you need additional training to be more competent in your current position?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

What are your goals that you want to accomplish in the next year?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Action needed to reach goals?
_____________________________________________________________________________________
_____________________________________________________________________________________

(Attach additional sheet if necessary)  Be sure and complete side 2 ………..
Job Skills (Rating Key: 1= Progressing Toward Standard; 2= Meets Standard; 3= Exceeds Standard)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Supervisor Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge – Technical knowledge and skills, analytical ability, problem-solving skills.</td>
<td></td>
</tr>
<tr>
<td>Ability to learn – Mastering new routines, understanding instructions, improving job knowledge, professional develop.</td>
<td></td>
</tr>
<tr>
<td>Initiative – Does employee work independently? Solve Problems? Assumes additional responsibility? Looks for more efficient and cost effective-ways?</td>
<td></td>
</tr>
<tr>
<td>Innovation – Creativity used to lower costs and improve productivity.</td>
<td></td>
</tr>
<tr>
<td>Organization – Accuracy, neatness, thoroughness, completeness of work.</td>
<td></td>
</tr>
<tr>
<td>Decision Making – Uses logical and sound judgment.</td>
<td></td>
</tr>
</tbody>
</table>

Interactive Skills (Rating Key: 1= Progressing Toward Standard; 2= Meets Standard; 3= Exceeds Standard)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Supervisor Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy – Respect and politeness for coworkers, supervisors, student/clients. Maintains professional image.</td>
<td></td>
</tr>
<tr>
<td>Cooperation – Willingness to work with coworkers, supervisors &amp; others.</td>
<td></td>
</tr>
<tr>
<td>Dependability – Responsibility in performing tasks and achieving goals.</td>
<td></td>
</tr>
<tr>
<td>Perseverance – Determined pursuit of task completion when faced with obstacles.</td>
<td></td>
</tr>
<tr>
<td>Attendance – Availability for work. Absence/tardiness.</td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments:

_________________________________________   ______________________________________
Supervisor Signature                                 Date   Employee Signature*                                   Date

CC: Employee, Supervisor, Employee Personnel File

*Signature does not necessarily indicate agreement with appraisal results, but that the appraisal was reviewed and discussed with the employee. Supplementary comments by the employee will be attached if provided to Human Resources within five (5) working days of the appraisal date (employee signature date).