



Position Title: Adult Education Online Instructor/Retention and Transition Specialist
Reports To: Director, Adult Education Program
Department: Community Education - Adult Education Program
Prepared By/Date: John Vogel/5-2007
Approved By/Date: Susan Dow/8-17-2010
Revised: Jennifer C. Brito/8-17-2010

Job Code: 3615
Job Group: PENC
Salary Grade: 12
FLSA Status: Exempt

Summary:

The Adult Education Online Instructor/Retention and Transition Specialist is responsible for providing instruction, coordinating retention activities of the adult education online GED program and for meeting adult education retention and transition goals. This Adult Education Online Instructor/Retention and Transition Specialist is responsible for instruction and quality control of front-line customer service and intake processes for adult education students.

Essential Duties and Responsibilities:

- Resolves student registration issues
- Organizes, maintains, and updates all departmental online and print records pertaining to adult education students
- Ensures that all student files meet audit requirement standards
- Communicates information about adult education program requirements and schedules to other departments
- Secures student information and performs follow-up
- Provides instruction to adult education students on a regular basis, online, by phone and in person
- Works closely with students to identify and refine educational and career goals and provides ongoing advisement to those students
- Contacts students with excessive absences
- Maintains contact with current and past students in an effort to promote retention and educational continuity
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Broad and extensive contact with Campus faculty, students, student groups, and community residents.
- This position will maintain confidentiality of all materials related to counseling with students and other personnel related files as dictated by College, state, and federal rules and regulations.
- Ability to interact successfully within a multicultural environment, and to work harmoniously with students, colleagues, and the community.
- Possess excellent interpersonal, written and oral communication skills.
- Ability to manage time and organize multiple tasks.
- Ability to work effectively in a multi-cultural and multi-ethnic environment.
- Ability to make decisions within assigned parameters.
- Flexible schedule required with some evenings and weekends.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate. This individual is exposed to office environment conditions, including telephones, printers, and possible low level noise.

Physical Demands:

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

While performing the duties of this job, the employee is regularly required to sit and reach with hands and arms, stand and walk, use hands to finger, handle, or feel objects, tools, or controls and talk or hear. May spend extended periods sitting or standing.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s degree and three (3) years related experience
- Must possess good oral and written communication skills
- Must have excellent public relations, organizational, decision-making skills

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name