



Position Title: Part-Time Continuing Education Program Assistant I
Reports To: Program Manager
Department: Continuing Education and Professional Dev. **Job Code:** 8300
Prepared By/Date: Jennifer Brito/05-28-2010 **Job Group:** Class-R
Approved By/Date: Geoffrey Gathercole/01-17-2012 **Salary Grade:** C1
Revised: Donna French/01-05-2012 **FLSA Status:** Non-Exempt

Summary:

The Part-Time Program Assistant I performs clerical and administrative support duties for the Continuing Education and Professional Development department.

Essential Duties and Responsibilities:

- Receives, screens, and directs phone calls from the general public
- Provides support to the program coordinators and part-time instructors in a number of clerical and administrative functions
- Creates letters of completion and attendance
- Assists instructors with drops and adds
- Prepares packages, for pre and post-testing, as needed
- Monitors student attendance
- Provides class rolls and grade rolls to instructors and alerting them to problems
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Thorough knowledge of Continuing Education departments, policies, and class offerings
- Familiarity with College organization and policies
- Possess excellent telephone and customer service skills
- Ability to follow instructions and work with minimal supervision
- Possess excellent interpersonal and communication skills
- Knowledge of class schedules, pre and co-requisites, course sequencing, special requirements for admission to certain courses, basic information on class content and paperwork processing specific to the department
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

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 quiet.

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 frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 10 pounds.

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.

- High School Diploma or GED equivalent from a regionally accredited institution and eighteen (18) months of customer service or administrative work experience

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name