



**Position Title:** Part-Time Information Specialist, Continuing Education  
**Reports To:** Program Manager  
**Department:** Continuing Education and Professional Dev. **Job Code:** 8347  
**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:**

This position is responsible for meeting the public and answering telephone calls to respond to inquiries regarding a large range of class schedules and fees. This is responsible work critical to the mission of the Continuing Education and Professional Development department.

### **Essential Duties and Responsibilities:**

- Helps students select appropriate sections from the catalog of several thousand course offerings at five campus and several additional outreach locations
- Provides accurate information gleaned from the catalogs and Continuing Education and Professional Development department staff members
- Advises students regarding course requirements, books and/or materials, and testing pre-requisites
- Guides students through the registration and payment process
- Refers callers seeking more detailed information or advice to the appropriate department coordinator
- Accepts registration forms and fee payments
- Performs other duties as assigned

### **Knowledge, Skills and Abilities:**

- Possess good customer service skills
- Knowledge of class offerings and all departments within Continuing Education and Professional Development department
- Possess superior ability to learn program details
- Working knowledge of College organization
- Ability to follow oral and written instructions
- Possess excellent interpersonal and communications skills
- Ability to project a positive image of the College and its programs
- 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 six (6) months of customer service experience

**ACKNOWLEDGEMENT**

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name