

JOB DESCRIPTION



Position Title: Department Assistant – Center for Lifelong Learning

Department: Extended Learning

Employment Category: Classified Staff

Primary Location: Downtown Center

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year

Pay Grade: CS08

Position Summary: The Department Assistant is responsible for providing administrative support to the Director and department staff and for serving as a receptionist and providing excellent customer service in a helpful and cheerful manner.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Performs exceptional customer services for students, employees, and the public; serves as department receptionist; responds to calls and routes as appropriate, greets visitors and directs as required

Provides clerical and organizational support to department staff; maintains and tracks information; responsible for entering courses in database; performs data entry and verification; ensures data integrity; processes mail and correspondence, compiles periodic reports, maintains calendar of department activities, performs routing, copying and filing

Maintains accurate department financial records; reconciles budget and expenditures; purchases department supplies and maintains inventory; processes department purchase card transactions, travel requests, and other documents as needed; investigates vendor issues; reconciles and files purchase card transactions for the Director and other department staff as needed

Coordinates with other entities to ensure proper facility preparations for scheduled classes; Prepares class instructional materials, prepares contracts, invoices, and payments for instructors; assists with the maintenance of course database for the department; assists with website maintenance

Assists with department social media accounts and marketing materials, ensures publications follow college design standards and web related procedures and policies

Assists with special projects; researches, gathers and compiles information; prepares routine reports as needed

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed.

Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education

Two years related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Skill in basic math and basic bookkeeping practices and procedures

Skill in designing and maintaining filing/records systems

Ability to communicate effectively, verbally and in writing, and to relate to other in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work accurately, efficiently, and effectively with all types of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Director for the Center of Life Long Learning

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.