

## Assistant, CE Program

**FLSA Status:** Non-Exempt

**Pay Grade:** 8

**Job Title ID:** 20306

**Job Series/Job Family:** Workforce Education & Business Development Series / Customized Training & Assessment Family

### Reports To

Executive Director, CE Customized Training

### Job Purpose

To provide clerical and administrative support to the Customized Training program.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Performs CT program/class support responsibilities, including registration for customized training students, organizing instructional materials and/or AV equipment, facilitate transfer of instructional materials to instructors, and track all CT program elements to be delivered in a timely manner.
2. Performs administrative duties for the department in support of staff, faculty, and/or student efforts, which may include examining and answering correspondence, processing and prioritizing office communications, processing mail, answering the telephone and email, arranging conference calls, and maintaining and/or coordinating the account executives' and supervisor's schedules.
3. Performs clerical duties including correspondence, ordering supplies and equipment, maintaining files, processing mail, and duplication.
4. Gathers, compiles and enters data, producing routine and specialized reports and documents; maintains files, records, logs, and other tracking systems. Compiles and produces routine reports or documents.
5. Designs and produces sales materials, handouts, fliers, newsletters, brochures, manuals or other documents; may maintain or update web pages.
6. Responds to and/or directs inquiries in person or on the telephone; accesses and works with other staff to assist in resolving issues from students, employees and the public.
7. Maintains schedules, calendars, and appointments, which may include scheduling department meetings and events, issuing invitations, arranging for location and equipment, typing minutes and preparing information packets.
8. May input budget figures, prepare requisitions, maintain budget sheets; log and track expenditures or take payments, or issue invoices or bills for a department.
9. May serve as a technical resource for computer hardware and software and other office equipment such as copiers and fax machines.
10. May be assigned responsibility for special projects such as scheduling rooms, compiling information packets, creating spreadsheets, charts and graphs and other projects.
11. May review the work of office personnel.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Office procedures and practices.

- Basic accounting and bookkeeping procedures.
- Customer service techniques.

### **Skills**

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### ***Required***

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills.
- Entering data, maintaining files, and performing other clerical duties.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

### **Computer Skills**

#### ***Required***

- Demonstrated proficiency at an intermediate level using standard office software applications and publishing software such as FrontPage or DreamWeaver.

### **Physical Requirements**

#### ***Required***

- Occasional lifting of objects weighing up to 10 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

### **Work Experience**

#### ***Required***

- Two years clerical, office or related work experience.

### **Education**

#### ***Required***

- High School diploma or equivalent.

### **Safety**

#### ***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.