Assistant, Continuing Education Reports & Records

FLSA Status: Non-Exempt
Pay Grade: 8
Job Title ID: 20353
Job Series/Job Family: Workforce Education & Business Development Series / C.E. Business Operations Family

Reports To

Director, Business Operations

Job Purpose

To assist in the preparation and submittal of various reports as required by state funding to the Texas Higher Education Coordinating Board, ensuring accurate student demographic information and computerized course inventory maintenance.

Description of Duties and Tasks

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

Required

1. Tracks special approval courses for the Coordinating Board.
2. Processes student refunds.
3. Processes requests for student transcripts.
4. Assists with reporting information to the Coordinating Board; collects and enters missing or incorrect student demographic information on student records, and makes corrections to previously submitted documents or information.
5. Reviews archived records to determine retention status; verifies data entered, and ensures hard copy is available.
6. Assist in registering students, as needed.
7. Answers the telephone, responds to questions regarding the department and/or courses; directs callers to appropriate coordinator.
8. Updates student demographic information; prints and mails schedules.

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

- Student services in higher education.
- Educational institution functions and processes.
- Rules governing handling student records and student information.

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 including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Preparing reports using various software applications.

- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills
Required
- Demonstrated proficiency using standard office software applications.

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

Work Experience
Required
- One year related work experience.

Education
Required
- High School diploma or equivalent.

Other
Preferred
- Knowledge of Continuing Education Policies and Procedures, Continuing Education course schedule and/or Texas Education Coordinating Board, Guidelines for Instructional Programs.

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.