Assistant, AE Admissions

FLSA Status: Non-Exempt
Pay Grade: 8
Job Title ID: 205010
Job Series/Job Family: Workforce Education & Business Development Series / Adult Education Family

Reports To

Executive Director, Adult Education

Job Purpose

Responsible for providing direct service to prospective and current students, staff and faculty and for accurately entering and maintaining Adult Education (AE) student information in system database.

Description of Duties and Tasks

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

Required

1. Provides direct student services to prospective, current and former students.
2. Performs office and clerical duties in support of faculty, staff and/or student efforts.
3. Responds to and/or directs inquiries in person, on the phone or via email regarding admissions and records matters.
4. Prepares, receives, reviews and maintains departmental records and/or documents.
5. Inputs/retrieves departmental data, makes inquiries via administrative software applications and provides departmental reports based on the data review and analysis.
6. Distributes items as needed.
7. Processes student information changes via administrative software applications, such as student registrations, class rolls, grade rolls, course challenges and reinstatements.
8. Verifies and researches data on registration issues and refund requests.
9. Performs clerical duties including correspondence, ordering supplies and equipment, maintaining files, processing mail, and duplication.
10. Performs administrative duties for the department in support of faculty, staff, and/or student efforts, including examining and answering correspondence, processing and prioritizing office communciations, processing mail, answering the telephone and email, arranging conference calls, and maintaining or coordinating the supervisor"s schedule.
11. 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.
12. May be assigned responsibility for special projects such as scheduling rooms, compiling information packets, creating spreadsheets, charts, graphs and other projects.

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

- Understanding and following instructions precisely.
- Interacting effectively with diverse groups of people.
- Exercising tact and discretion.
- Maintaining and established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills, including attention to detail and follow-through.
- 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.

Physical Requirements

Required

- Occasional lifting of objects up to 30 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routeinly performed in office environments.

Work Experience

Required

- Two years clerical, office or related work experience.

Preferred

- Experience working with students, staff and faculty in a higher education setting. Previous customer service experience.

Education

Required

- High School diploma or equivalent.

Other

Preferred

- Bilingual desired.

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.