

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 10 Mo.	<b>Title</b> CTEC Office Assistant
<b>Revised/Reviewed:</b> 7/2/2019	<b>Department</b> TECHNICAL EDUCATION CENTER
<b>Level:</b> Staff, Range 3	<b>IPEDS</b> Community Education & Secretarial
<b>FLSA:</b> Nonexempt	<b>Reports to</b> Director, Secondary Career & Technical Education

**POSITION SUMMARY**

This position is responsible for promoting and managing the Community Education programs on the Crowder campus. They will maintain the Community Education budget, buy supplies and pay instructors. They will provide quarterly data for Community Education classes as well as provide clerical support functions for Crowder Technical Education Center.

**MAJOR FUNCTIONS**

1. Assist in the day to day operation of the CTEC offices and coordinate Community Education by providing clerical support for all program personnel and ordering supplies.
2. Type or key in a variety of documents, composing correspondence as directed and proofread work for accuracy.
3. Organize and maintain the office filing system. File correspondence and other documents as required utilizing computerized database and spreadsheet programs in addition to manual systems.
4. Maintain daily attendance records for all program students.
5. Advise sending school personnel regarding student issues as necessary.
6. Answer telephone and greet visitors, responding to questions, ascertaining nature of requests and directing accordingly, taking accurate messages as necessary.
7. Manage the Community Education budget and track outstanding invoices and purchase orders.
8. Assist in maintaining the student database for the program, tracking such items as personal information and grades.
9. Prepare items for dissemination or publication including certificates, awards and student handbooks.
10. Organize and coordinate special events such as open houses or advisory committee meetings arranging for rooms, room setups, meals and refreshments as necessary.
11. Assist in completion of CORE data for state reporting purposes.
12. Maintain Community Education and CTEC social media sites.
13. Proctor Certification testing when needed.
14. Perform other related tasks as required.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. High School diploma or equivalent.
2. One (1) year of full-time related work experience.
3. Well developed spelling, grammar, and proofreading skills.

4. Ability to key routine documents at a level normally acquired through one year of touch typing course work or on-the-job training.
5. Knowledge of general office procedures and office filing systems.
6. Ability to perform multiple tasks and remain calm during frequent interruptions.
7. Ability to establish and maintain positive working relationships with high school students, area high school personnel and other college employees.
8. Ability to handle confidential material judiciously.
9. Ability to maintain social media sites.

#### **EQUIPMENT/SOFTWARE**

1. Operate standard office equipment such as, desktop calculators, computers, copiers, and telephones.
2. Expertise with word processing, spreadsheet and database software, and Microsoft office.

#### **POSITIONS SUPERVISED**

Community Education Instructors.

#### **WORKING CONDITIONS**

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. Access information using computers.
4. A neat appearance and appropriate businesslike apparel are required.
5. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Minimal travel for training.

#### **PHYSICAL DEMANDS**

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and campus locations.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.
5. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
6. Prepare Community Education classrooms, move tables and chairs.

**CREATIVE AND ANALYTICAL SKILLS**

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

**LANGUAGE/COMMUNICATIONS SKILLS**

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.