



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

<b>POSITION:</b>	Staff Assistant II
<b>LOCATION:</b>	Center for Workforce and Community Ed. Office, Lincoln Campus
<b>REPORTS TO:</b>	Director-Training & Development (Planning & Enrollment Management)
<b>GRADE:</b>	CCRIPSA 6

**BASIC FUNCTION:** To serve as the frontline Customer Service Representative for the CWCE Office primarily at the Lincoln Campus.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

Customer Service / Enrollment:

- To answer multi-line telephone
- To be thoroughly knowledgeable about all CWCE programs; to disseminate program information by telephone and in person to potential customers as needed.
- To be thoroughly knowledgeable about procedures related to the different modes of training (i.e. open enrollment programs, customized training programs, grant-funded contract training, and federally funded programs).
- To assist customers with course/program registration process.
- To enter registrations into the electronic Student Information System; to troubleshoot problems with the Staff Assistant to the Director; to utilize the SIS to retrieve statistical data as needed.
- To schedule testing appointments as needed (i.e. TABE, GED, etc.)
- To assist with monitoring the enrollment/scheduling/cancellation of classes as needed; to contact registered students in case of cancellation.
- To ensure that signs are posted for all daily activities as needed.
- To maintain open enrollment files.

**Knight Campus**

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

### Marketing:

- To assist with the expansion and maintenance of the Division's marketing database.
- To assist with publicizing CWCE Programs, including the production of marketing materials, such as: three-fold brochures, program flyers, CWCE bulletin, etc., using industry-standard software (PageMaker).
- To ensure that the selection of marketing materials in the brochure rack is complete at all times.
- Assist in outreach and recruitment of program participants in conjunction with eligibility criteria as needed.

### Clerical:

- To provide clerical assistance (typing, filing, faxing, copying, mass mailings) to the Division as needed.
- To prepare and track purchase requisitions on the FRS.
- To maintain an inventory of office and educational supplies needed for various programs; re-order as needed.
- To tabulate and complete all statistical reports and surveys as required; produce accurate visual representations of quantitative data using graphics software.
- To maintain current awareness of features, modifications, and/or enhancements of software used in the office.

### **LICENSES, TOOLS & EQUIPMENT:**

Personal computer, calculator, copy machine, fax machine, multi-line telephone.

### **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

### **QUALIFICATIONS:**

High school diploma and advanced electronic office administration experience required; Associate's degree in office administration or related field preferred. Experience with computerized file maintenance, spreadsheets, desktop publishing software necessary; proficiency with word processing and database applications essential. Experience in non-credit program support preferred. Accuracy and precision in data reporting necessary. Strong interpersonal skills required. Ability to work independently in an extremely busy environment. Excellent organizational skills required. Ability and desire to provide superior customer service to customers at all times is a must.

### ***CCRI is an Equal Opportunity / Diversity Employer.***

*All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.*

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor*

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