



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Senior Staff Assistant
POSITION NO.	501743
LOCATION	Warwick Campus
REPORTS TO	Executive Director, Workforce Operations
GRADE	PSA 8
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	May supervise Clerical Support and Student Help
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	September 2024

JOB SUMMARY:

To assist with the administration and coordination of various Workforce Partnerships' programs, providing technical and clerical support as needed. Act as office manager prioritizing workflow of the frontline services and ensuring all deadlines are met efficiently. Provide extraordinary customer service to students, staff, partners and visitors.

DUTIES AND RESPONSIBILITIES:

- Maintain a high level of knowledge and understanding of divisional programs and service.
- Assist with the collection and verification of data for the various Workforce Partnerships programs. To compile data for use in planning and reporting. To create and maintain various databases, spreadsheets and other computerized files for the programs.
- Assist in developing, implementing and evaluating special projects. This includes new priority projects which includes planning for, welcoming, and successfully registering groups of new students for assigned programs.
- Create and maintain various databases, spreadsheets and other computerized files for the programs.
- Maintain current awareness of features, modifications and/or enhancements of software used in the office, division and college. Work with other colleagues to ensure a smooth workflow.
- Enter and process data, type/word process contracts, grant proposals, syllabuses, tests, exams, certificates, internal and external reports, letters, requisitions and other correspondence.
- Assist with student registration; maintain registration data; input student information on the college's student information system. Investigate and resolve any inconsistencies.
- Understand and maintain awareness of students who need and/or who are seeking special services, using compassion and confidentiality, and notify the appropriate personnel.
- Contact participants regarding scheduling, class dates, room assignments, testing and post directional information as needed.
- Prepare requisitions and/or order program supplies and educational materials via the college's financial information system according to College policy and procedures. Order and maintain supplies needed for assigned programs.
- Complete hiring workflows and initiate hiring/onboarding process as directed.
- Assist in ensuring that bi-weekly timesheets for all departmental employees are completed accurately and submitted for signature/approval in a timely fashion.
- Conduct assessment of participants' achievement levels for special programs.
- Maintain files and records, including confidential material, required and generated by the Executive Director.
- Answer telephones; respond to telephone and mail inquiries; record messages and forward to appropriate staff. Respond to routine and specific inquiries from other college departments, faculty, students, administrators, and staff. Resolve student issues and complaints when possible and refer to the appropriate administrator.
- Assist in program evaluation and developing class schedules for assigned workforce programs, such as but not limited too, GWO Basic Safety Training; act as liaison with program coordinator(s) for textbook requisitions, instructor payroll and equipment supply needs.

- Interview, train and supervise part-time and student employees. Prioritize and assign duties. Schedule staff to maintain appropriate staffing levels, considering, seasonal needs for changes and coordinate with colleagues as needed.
- Maintain cordial working relationships with various college departments to ensure proper processing and problem resolution along with the sharing of information. Coordinate meetings; schedule special workshops/seminars with other departments and partners.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life experiences.
- Other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

Various office equipment which includes computer and various software, telephone, calculator, copy and fax machines, etc.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- High school diploma and advanced electronic office administration experience required
- Experience with computerized file maintenance, spreadsheets and graphics necessary
- Proficiency in word processing and data base applications essential
- Accuracy and precision in data reporting necessary
- Strong interpersonal skills required
- Excellent organizational skills required
- Excellent customer services skills required
- Or, any combination of education and experience that is substantially equivalent to the above

REQUIRED QUALIFICATIONS:

- Associate's degree in office administration or related field preferred
- Work experience in an educational setting preferred

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.