



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Staff Assistant II
POSITION NO.	503012
LOCATION	Lincoln Campus
REPORTS TO	Executive Director of Workforce Directives
GRADE PSA 6	
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	
REVISION DATE	April 2014

JOB SUMMARY:

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

DUTIES AND 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

- **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 a 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, AND EQUIPMENT:

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

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

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

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