

**COMMUNITY EDUCATION ASSISTANT I**

| **Reports to:**  | Director, Community Education and Workforce Development |
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| **Dept:** | Community Education and Workforce Development | **Range:** | 14 |
| **FLSA:** | Nonexempt/Extended Day | **EEO:** | Secretarial/Clerical |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, provide administrative support to students registering in Community Education and Workforce Development classes, workshops, events, excursions and programs; explain course content, class offerings and provide information to prospective students; perform cashiering duties including refunds; track enrollment and update enrollment system; provide administrative support to instructors and department staff; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

A Community Education Assistant I is distinguished from a Community Education Assistant II in that an incumbent in the latter class has lead-level responsibilities and performs more advanced administrative support work. The position is categorically funded and continuation of this posi­tion is contingent upon revenues generated

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Greet, direct and provide general information to students, instructors and staff; provide technical assistance and information to students in person, over the phone and via email; provide information regarding department programs, course offerings, policies, procedures, requirements and services including clarification of registration requirements, fee structures, cancellation and refund policies, location of classes and parking; assist students with accessing government funding options; act as a liaison to resolve student/instructor issues.
2. Input a variety of information into the appropriate online registration database system includ­ing excursions, work skills program information, courses and classes, instructors, policies and instructions; create student and instructor profiles; monitor class registration to deter­mine need to cancel class; monitor wait lists and notify students of class availability; contact students and instructors regarding cancellations or changes in class location or dates; process refunds, class transfers or electronic vouchers in accordance with estab­lished policy and procedures.
3. Coordinate online courses through third-party providers; update and maintain links between MiraCosta and provider systems; assist students in enrollment processes, solving problems they have accessing lessons or answering course-related questions.
4. Orient and assist instructors with payroll procedures, absence reporting, etc. and refer to appropriate office when needed; assist with course preparation including scheduling classes, ordering supplies and assembling and distributing roster packets; assign and distribute room keys; process purchase orders and expense reimbursements for course- related goods and materials; assist as required with basic clerical support.
5. Provide administrative assistance to the Director and Program Supervisors; use a variety of computer applications to record, maintain data and generate reports; type documents includ­­ing correspondence, certificates of completion, instructor contracts, lists, announce­ments, labels and instructional materials; maintain spreadsheets of upcoming classes and instructors.
6. Administer and oversee the administration of a variety of skill assessment and career exploration tests; score tests with computerized scoring equipment and scanner; ensure security of testing supplies.

### OTHER DUTIES:

1. Register, invoice and track specialized funding sources.
2. Contact campus police or custodial staff as needed.
3. Schedule facility use and room assignments by internal and external users and maintain facility-use calendar; submit appropriate work requests; prepare invoices for external groups as required.
4. Distribute instructor parking permits as needed.
5. Provide work direction to student workers and temporary registration staff as assigned.
6. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

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1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Office administration practices and procedures.
3. The district’s student recordkeeping and general accounting systems, practices and proce­dures for processing student information and interpreting input and output data.
4. Math and basic accounting techniques.
5. Operations, services and activities of a community education and workforce development center within a community college district.
6. Common student needs, issues and concerns applicable to area of assignment.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
8. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Interpret and explain rules, regulations, procedures and policies regarding enrollment, fees and refunds.
2. Establish priorities and work effectively and independently with many demands on time.
3. Analyze situations accurately and adopt effective courses of action.
4. Maintain confidentiality of district and student files and records.
5. Communicate effectively, both orally and in writing.
6. Understand and follow written and oral instructions.
7. Operate a computer and standard business software.
8. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
9. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, and at least two years of progressively responsible clerical support experience, preferably involving frequent public or student contact; or an equivalent combination of training and experience. An associate degree is preferred and may be required to advance to higher levels in the class series.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Work direction to student employees and temporary registration staff.

**CONTACTS:**

District administrators, instructors, staff, students and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; usual assignment worked during daylight hours with occasional evening, week­end and/or holiday hours required on an as-needed basis.