



COMMUNITY EDUCATION ASSISTANT III

Reports to: Executive Director, Community Education and Workforce Development
Dept: Community Education and Workforce Development **Range:** 20
FLSA: Nonexempt/Extended Day **EEO:** Technical/Paraprofessional

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, coordinate and provide specialized administrative and operational support duties for Community Education and Workforce Development; manage assigned administrative projects and small administrative programs; maintain records, process personnel requisitions and maintain supplies; oversee and participate in the work of Community Education Assistants engaged in registering students and supporting instructors in Community Education and Workforce Development classes, workshops, symposiums, events, excursions and programs; organize large scale enrichment classes; oversee the creation of the class schedule assist the director and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

A Community Education Assistant III is the senior-level position in this class series and works with a significant level of autonomy; provides complex administrative support to the director including budget analysis and grant administration; 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. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Provide administrative, logistical and technical support to the director and professional staff in the department; coordinate and participate in department administrative support operations and programs with a significant degree of independence; act as a liaison for the director with other departments and departmental staff.

3. Oversee, schedule and participate in day-to-day operations and provide oversight and lead work direction to other staff; assign and monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure that mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to director on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district's mission goals and values.
4. Provide administrative, logistical and technical support services for the Community Education and Workforce Development programs; oversee front-desk coverage; provide information to students, staff and instructors regarding new and continuing department programs, course offerings, policies, procedures, requirements and services including changes in registration requirements, fee structures, cancellation and refund policies, location of classes and parking; oversee student enrollment into programs, classes and excursions; resolve escalated student issues.
5. Develop and implement program evaluation tools to assess the effectiveness of the program and report outcomes; oversee class registration and perform enrollment data analysis to determine if enrollment numbers support the class or excursion; maintain waitlists of interested students; coordinate with instructors to change class size, dates or location; cancel non-viable classes or excursions.
6. Confirm instructors for existing courses and solicit suggestions for new course offerings; coordinate class proposal process and make recommendations on class offerings, fees and instructors; schedule classrooms/facilities both on and off campus.
7. Facilitate the development and coordination of departmental special events; assist with setup and cleanup for various meetings and events; identify venues, contact vendors for food orders, materials, supplies and audio-visual equipment; identify and recruit speakers, provide technical support, handle other meeting and event logistics including soliciting volunteers and coordinating student workers.
8. Plan, organize and implement outreach activities and programs; assist in the development of promotional and recruitment materials; coordinate social media campaigns; attend outreach events.
9. Oversee the processing of contracts for existing instructors; actively participate in the recruitment of new instructors; perform duties related to the hiring process for new instructors including scheduling interviews, and assisting with negotiating prearranged salaries/ fees per course;; ensure that Community Education classes, instructors and facilities are supported by staff from various district departments; verify, calculate and review instructor pay; coordinate timecards and spreadsheets with Payroll.

10. Coordinate, develop and publish the community education course bulleting/catalog; develop the publication calendar for approval including planning semester start and end dates, registration dates, course proposal dates and course frequency at each location/facility; ensure course descriptions are accurate; coordinate layout and production activities to ensure time-lines and printing schedules are met; review galley proofs from the printer and authorize print production; coordinate bulk mailings and online posting of bulletins.
11. Coordinate and facilitate community education enrichment programs including researching, identifying and scheduling trips, contacting locations and vendors, coordinating transportation, determining pricing, and recruiting and chaperoning participants.
12. Oversee accounts receivable and accounts payable and other budgetary functions for the department; monitor and track financial transactions; ensure accuracy of fee collection for programs, classes and excursions; ensure cash handling processes and procedures are adhered to and prepare ad hoc reports; reconcile receipts and prepare deposits; coordinate pickup with armored truck company; input financial data and prepare and process purchase requisitions, purchase orders and check requests; verify the accuracy of receipts, utility bills and invoices; compile complex detailed documentation; calculate and forecast budget usage; prepare and enter travel requests and reimbursements, ensuring accurate costing allocations; enter new vendor information in district systems.
13. Provide administrative assistance to the director as needed; maintain a variety of standard office and specialized records and files; maintain spreadsheets and databases; generate sensitive and complex reports, documents and personnel documentation using advanced word processing; independently complete small to large scale administrative projects; assist with grant administration; create and maintain a variety of processes and state-required reports for special programs; supervise licensing and compliance for CEU programs.

OTHER DUTIES:

1. Work with third-party providers and facilities to set up usage contracts.
2. Provide backup to other department staff as needed.
3. Update and maintain department-specific websites and social media accounts.
4. Serve as a department representative at events, during outreach and media interviews.
5. Oversee and participate in special events and projects as needed.
6. Provide work direction and oversight to student workers and temporary registration staff as assigned.
7. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Community Education program goals, policies, procedures and requirements.
2. Advanced principles, practices, concepts and techniques used in customer service, marketing, public relations and community outreach.
3. Payroll procedures and operations.
4. Office administration practices and procedures.
5. Department course management software programs and system-processing procedures, codes and data elements used to build and maintain the community education schedules/catalog at a highly detailed functional user level.
6. Methods and techniques used to develop college catalogs and class schedules.
7. The district's student recordkeeping and general accounting systems, practices and procedures for processing student information and interpreting input and output data.
8. Safety policies and safe work practices applicable to the work.
9. Math and accounting techniques.
10. Research methods and data analysis techniques.
11. Applicable sections of the state education code and other applicable laws.
12. Basic principles and practices of employee supervision.
13. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
14. Principles and practices of effective supervision.
15. District human resources policies and labor contract provisions.

ABILITY TO:

1. Assign and inspect the work of other Community Education Assistants providing registration and administrative support to the department.
 2. Organize and oversee the day-to-day operations, maintenance and activities of the department administrative support staff.
 3. Interpret and explain rules, regulations, procedures and policies regarding enrollment, fees and refunds.
 4. Assist with the recruitment, hiring and payment of a large number of instructors.
 5. Plan and implement community education programs and activities.
 6. Prepare community education schedules/catalogs for publication.
 7. Make calculations and tabulations and accurately process and review fiscal and related documents.
 8. Assist in preparing and monitoring a program or department budget.
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9. Track statistical information utilizing complex spreadsheets and databases.
10. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
11. Set priorities and exercise independent judgment within areas of responsibility.
12. Communicate effectively, both orally and in writing.
13. Understand, interpret, explain and apply applicable laws, codes and regulations.
14. Present proposals and recommendations clearly, logically and persuasively.
15. Operate a computer and standard business software.
16. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
17. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
18. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an associate degree program and at least three years of progressively responsible clerical support experience, preferably involving frequent public or student contact. Experience in a public agency is preferred. A bachelor's 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:

Lead-level work direction to Community Education Assistant I and II, administrative support staff, and student workers.

CONTACTS:

District administrators, faculty and staff; contractors and vendors; community organizations and businesses; 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; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.