

**SUPPORT ASSISTANT, NONCREDIT ADULT EDUCATION**

| **Reports to:** | Director, Noncredit & Adult Education |  |  |
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| **Dept:** | Noncredit Adult Education | **Range:** | 12 |
| **FLSA:** | Non-exempt | **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 the direction of the Director, Noncredit and Adult Education Programs, perform a variety of responsible specialized clerical, data entry, outreach and record keeping duties in Noncredit Adult Education classes, and programs. Maintain records, communicate with instructional aides, faculty, and community partners, provide customer information and generally promote Noncredit Adult Education programs.

**DISTINGUISHING CHARACTERISTICS:**

The Noncredit Adult Education Support Assistant provides support for all Noncredit Adult Education programs such as English as a Second Language, Adult High School Diploma, and Adults with Disabilities, Short Term Vocational and Noncredit Career Technical. The position is contingent upon availability of funding.

### 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. Answer multi-line telephones, provide information and assistance, and refer callers to other departments as appropriate. Assist students in Noncredit Adult Education programs by telephone, in person, fax, voice mail, conventional and e-mail. Mail appropriate forms as required.
2. Assist in the implementation of marketing plans for recruiting adult learners. Create fliers. Promote Noncredit Adult Education programs in local and community events. Attend events at school districts and other community-based organizations. Prepare and distribute marketing and informational packets. Assist in the planning and implementation of special events and service projects.
3. Verify, compile and record information for the preparation of reports and the maintenance of filing systems. Prepare records including narrative, financial and statistical records and reports based on data obtained from a variety of sources. Process data in accordance with prescribed procedures.
4. Perform a variety of clerical duties such as posting, filing, typing and duplicating; maintain and update calendars, schedules, lists, manuals and handbooks for distribution and use by a variety of administrators, staff and the public; receive and route mail; compose, prepare and type correspondence independently or from oral instruction. Make travel arrangements as requested.
5. Communicate with faculty, students and community members regarding necessary class information and cancellations. Assists with off-campus work locations, including childcare. Assist with identifying classroom locations, submit facility request forms and assist with monitoring facilities throughout the school year.
6. Assist with data collection from all Noncredit Adult Education programs, and monitor data quality and integrity. Securely store and maintain data backups. Enter with accuracy and scan received data on student demographics, assessments, goals, goal revisions, attendance, and updates into local and state data programs. Analyze data for accuracy and process improvement.
7. Assist with providing direction to instructional aides and staff as needed. Provide assistance during registration periods as requested. Assist with assessment administration and scoring. Prepare and distribute instructor roster packets following established procedures and appropriate timelines.
8. Under direction, maintain the Noncredit Adult Education website by posting classes and programs prior to each semester, updating information and making changes as necessary.

### OTHER DUTIES:

1. Assist in ordering and maintaining adequate inventories. Create purchase orders for services provided. Maintain inventory and order supplies and equipment according to established procedures.
2. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Interpersonal skills using tact, patience and courtesy. Electronic data processing equipment.
2. Modern office practices, procedures and equipment.
3. Recordkeeping techniques.
4. Correct English usage, grammar, spelling, punctuation and vocabulary.
5. Oral and written communication skills.
6. Software programs such as Word and basic Excel.
7. Basic math.
8. Working with Adult Learners from ABE, ASE, ESL, HSE, and/or CTE.
9. Bilingual skills desired.

### ABILITY TO:

1. Perform a variety of responsible specialized clerical duties related to data entry and Noncredit Adult Education programs.
2. Learn, interpret, apply and explain rules, regulations and policies regarding the Noncredit Adult Education programs.
3. Provide accurate information to instructors, staff, callers and visitors regarding policies, procedures, course offerings, and schedules.
4. Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
5. Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
6. Establish priorities and work effectively with many demands on time.
7. Operate office equipment including a computer terminal and a variety of software programs.
8. Work confidentially with discretion.

## Maintain records and prepare reports.

1. Understand and follow oral and written directions.
2. Communicate effectively both orally and in writing.
3. Work independently with little direction and many interruptions.
4. Establish and maintain cooperative and effective working relationships with others.
5. Train and provide work direction to others.
6. Meet schedules and timelines.
7. Work a flexible schedule to assist with evening classes/lab assessments, student orientations, meet deadlines, and attend meetings when requested.

### EDUCATION AND EXPERIENCE:

### Any combination equivalent to graduation from high school and two years of closely related work experience. Associate Degree preferred.

### 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:**

Provide work direction to temporary staff and student workers.

**CONTACTS:**

Coworkers, instructors, students, and the public, various MiraCosta departments: Purchasing, Business Services, Media Services, Facilities, Public Information Office, and Police.

**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.