

EDUCATIONAL CENTER CLERK

DEFINITION

Under supervision of assigned supervisor/manager, performs responsible clerical and recordkeeping duties for an educational center.

TYPICAL DUTIES

Serve as a contact and resource person for instructors, students, employers, staff, and the community at an educational center; perform general office duties in support of center staff and faculty, such as answering phones, preparing correspondence, filing, and recordkeeping; explain college educational programs, and College/District policies and procedures to individuals and community organizations; provide information in response to inquiries regarding classes; assist in conducting orientation sessions; maintain a library of materials and catalogs; assist in ordering supplies and educational materials; coordinate arrangements for use of facilities with appropriate personnel; prepare payroll records and maintain files; assemble data and prepare reports; provide data for institutional research; assist in preparing surveys and other measuring tools to be used in assessing the needs of the community; assist with follow-up studies and activities relating to the evaluation of services provided by the center; prepare and duplicate letters, programs, directories, mailing lists; prepare and distribute informational fliers on center classes and events; assist in the preparation of course registration packets; assist in the preparation of marketing and promotional materials; oversee temporary employees; assist students to enroll in classes; collect fees; maintain records of budget accounts for the center; make periodic reports on class enrollment and other activities; assist in scheduling classes held in the community; assist in locating and securing sites; perform related duties as required.

QUALIFICATIONS

EXPERIENCE/EDUCATION

Promotional

General

Educational Center Clerk

Two years of experience in Los Rios Community College District performing clerical duties.

Three years of experience related to the duties of the position. (College course work from an accredited institution in business and clerical education may be substituted for two years of the required experience on a year-for-year basis.)

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

One year of education is equal to 30 semester units.

SPECIAL REQUIREMENT

None.

KNOWLEDGE OF

Applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment; procedures in the development of survey materials, in the development and use of marketing materials, and in development of class schedules; class registration procedures; College and District programs, policies, procedures and processes relevant to the service area; basic principles of leadership, oversight and training.

ABILITY TO

Perform the essential functions of the position; data enter at a speed proficient to complete the duties of the position in a timely manner; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and time lines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, such as word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.