

JOB TITLE: Program Assistant, Center for Workforce Development (CWD)

FLSA: Non-Exempt

DEPARTMENT: Center for Workforce Development

LEVEL: 107 (grant funded)

LOCATION: Union Campus

DATE: 9/3/24; 6/10/22

REPORTS TO: Executive Director, Center for Workforce Development

POSITION SUMMARY: Perform a variety of assistant duties to assist with Community Education and Summer Learning Academy and assist other CWD departments when needed and perform receptionist duties for the Business and Industry Center.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* A High School Diploma or GED; one-year assistant level experience.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Greet and direct visitors at the Business and Industry Center to the appropriate person, classroom, and/or office.
- Answer the telephone, provide information, take messages, and/or direct calls to appropriate personnel.
- Provide direct administrative assistance for the Apprenticeships Build America-Round 2 (ABA2) Department of Labor consortium (MoSEPWork) grant.
- Create and update Salesforce Interactions.
- Post and update CWD class schedule on ECC website.
- Assist with Summer Learning Academy and Community Education class registrations, classroom schedules, supply purchases and implementation of classes.
- Respond to student inquiries regarding Summer Learning Academy and Community Education
- Prepare outgoing communication, flyers, emails, registration forms.
- Perform clerical level duties to including bookkeeping, filing, data entry, word processing, typing letters, reports, phone calls.
- Assist instructors with classroom set up, supplies, registration, and other support duties.
- Assist with classroom or meeting location set up and clean up.
- Assist with distribution and delivery of supplies and/or equipment to instructors and classrooms.
- Other related duties as assigned for assistance with Community Education, Health Care Careers, and/or Business & Industry programs.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, and the public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS ,and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer questions. Knowledge of general office procedures and office filing systems. Effective telephone communication skills. Ability to establish and maintain positive working relationships with other employees. Ability to organize and coordinate functions and tasks, with frequent interruptions. Ability to assemble information and make written reports and documents in a concise, clear, and effective manner.

LEADERSHIP and COMMUNICATION SKILLS: Follow instructions or work orders; and/or read routine sentences, instructions, regulations, or procedures; communicate using routine sentences; complete routine job forms; and/or communicate routine information regarding daily activities.

DECISION-MAKING and ANALYTICAL SKILLS: May be responsible for providing information to those who depend on a service or product; adhere to college and department policies, procedures, and practices; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Proficient with Salesforce and Microsoft Office (Word, Excel, Outlook).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; may require flexible schedule to work evenings and/or weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement.

POSITIONS SUPERVISED: None

SIGNATURES: I have read and reviewed the above job description. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*