



Job Description

Office Associate I

JD2676
Pay Grade: G03

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: 1-2 years of general office experience/customer service

Minimum Education Requirements: High School Diploma or G.E.D., Associate's degree in business-related field is preferred.

Direct Supervisor: Director of Workforce Training

Supervisory Responsibility: Direct (0); Indirect (0)

Primary Work Location: Office Setting-CTTC and NOC

Certification:

Job Summary: This position provides clerical, administrative, and program support for the Workforce Training department within Continuing Education & Workforce Development.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Serves as the primary contact for inquiries about classes and assists students with the registration process.
- Ensures registration data is entered into the ERP system accurately and efficiently, monitors course enrollments, and updates student account information.
- Receives and processes payments and supports the scholarship process.
- Prepares and collects paperwork as needed, including instructor contracts, course rosters, handouts, and course evaluations.
- Reviews student and course data to ensure accuracy for compliance and reporting purposes.
- Manages inventory and supply requests for Workforce Training and ensures the cleanliness, organization, and upkeep of shared spaces, including the lobby and other common areas.
- Supports Workforce Training events and distributes marketing materials.
- Assists with collecting and summarizing class evaluations.
- Monitors and processes class citations as needed.
- Manages room scheduling software and monitors for changes and cancellations.
- Prepares requisitions, orders, and receives office and instructional supplies supporting Workforce Training.
- Assists with Workforce Training testing and certification requirements.
- Assists with process improvement and Standard Operating Procedures.
- Provides evening and weekend office coverage as needed.
- Serves as a member of the CEWD Events Team.
- Performs clerical duties as needed.
- Performs other related duties as assigned.



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Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Standard administrative and clerical procedures and systems.
- Formats for correspondence, reports, records, and files for the assigned department.
- Proficiency in computer software used within the department, including but not limited to Microsoft Word, Excel, and PowerPoint, and databases.

Skills

- Strong written and oral communications and relational skills.
- Establishing and maintaining effective working relationships with faculty, staff, students, and members of the public.
- Following and relaying complex oral and written instructions, policies, and procedures.
- Operating a variety of office equipment, including computer terminal, printer, calculator, Fax, typewriter, and copier.
- Good data entry skills.
- Strong organizational skills and time management.
- Composing and writing correspondence, forms, and memos.

Abilities

- Greet visitors both in person and on the phone and provide necessary information.
- Promote all programs to visitors.
- Position may be responsible for selected evening and some weekend work.
- Provide exemplary customer service.
- Self-directed and self-motivated with the ability to multi-task and remain flexible.
- Exercises confidentiality, diplomacy, and discretion.
- Adapt to a changing work environment and variable workflow patterns.
- Demonstrated commitment to students and ability to interact with students with diverse needs and backgrounds.
- Mentally analyze a situation, solve problems, and make decisions under pressure
- Read and understand written instructions and communicate information and ideas in clear and concise written form.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date