



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Administrative Assistant
POSITION NO.	504009
LOCATION	Primarily Providence Campus
REPORTS TO	Executive Director Adult Education
GRADE	PSA 7
WORK SCHEDULE	Non-standard; 35 hours per week, occasional evening or weekend hours may be necessary
LIMITATION (if applicable)	N/A
REVISION DATE	9/5/2024

JOB SUMMARY:

To assist the Director of Adult Education by coordinating Workforce office operations primarily at the Liston campus and by supporting the execution and documentation of grant funded activities. To serve as the frontline Customer Service Representative for the Division of Workforce Partnerships Office and coordinate the office schedule to best serve students. To maintain certification and to serve as GED proctor once per month and as needed to meet testing accommodations requests and support primary GED proctor.

DUTIES AND RESPONSIBILITIES:

Frontline Duties and Coordination:

- Answer telephone, greet and direct visitors to the primarily at the Providence Office.
- Be thoroughly knowledgeable about all Division of Workforce Partnership programs; disseminate program information by telephone and in person to potential customers as needed.
- Be thoroughly knowledgeable about schedules, fees and requirements for all training offered through the Division (i.e. open enrollment programs, customized training programs, grant-funded contract training, and federally funded programs).
- Assist customers with course/program registration process.
- Enter registrations into the electronic Student Information System (SIS) or other comparable software; troubleshoot problems with the Director; utilize the SIS to retrieve statistical data as needed.
- Responsible for ensuring continuous office coverage during business hours in coordination with Director, other staff, and student workers.
- Train, supervise and coordinate schedules of Work Study students for Frontline office duties.
- Assist with monitoring the enrollment/scheduling/cancellation of classes as needed; contact registered students in case of cancellation.
- Ensure that signs are posted for all daily activities as needed.
- Support and train new Division staff in procedures at the Providence Office.

Marketing:

- Ensure that the selection of marketing materials and community announcements in the Providence Office is up to date at all times.
- Assist in outreach and recruitment of program participants in conjunction with eligibility criteria as needed.
- Manage content and announcements of Bridge to Best and RI-BEST orientations and other events on the Division web site and other CCRI calendars utilizing OmniUpdate or comparable software.

Administrative & Data:

- Provide clerical assistance (typing, filing, faxing, copying, mass mailings) to the Division as needed. Create requisitions, order books, materials, and office supplies for several Workforce departments, including but not limited to ESL, Bridge to Best, and RI-BEST programs.
- Maintain an inventory of supplies necessary to office operations.
- Initiate and monitor requisitions and forms sent through Purchasing and Accounts Payable departments, and maintain documentation of purchases made with grant funds.

- Investigate and resolve invoice and other purchasing issues.
- Use software (Argos) to generate reports and create other business processes.
- Tabulate and complete all statistical reports and surveys as required; produce accurate visual representations of quantitative data using graphics software.
- Attend regular data reporting training offered by RIDE and share information with Bridge team.
- Enter student registrations and attendance information into the National Reporting System (NRS) data base (currently CALIS) on a weekly basis in coordination with Bridge and RI-BEST program staff.
- Assist the Director with Time and Effort reports documenting staffing of Grant funded activities.
- Serve as Providence Office liaison for accounts with online testing services such as Pearson VUE, CASAS eTest, etc.
- Assist Director in communicating with HR to initiate and authorize new Part Time employees.
- Assist in yearly GED graduation exercises and other program events, with such items as seating, programs, set-up, and refreshments.
- Perform other duties related to the Division of Workforce Partnerships as assigned.

GED testing site:

- Assist with student registrations by providing website information and 1:1 support at the public computer in office.
- Maintain current Pearson VUE Administrator Certification.
- Serve as proctor or examiner for GED testing, as needed.
- Work with GED.com Accommodations department to schedule and proctor PM GED test sessions at Liston campus in response to student requests.
- Manage State of RI GED Fee Waiver process for the Liston Campus and maintain records related to GED Fee Waivers

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- High school diploma and advanced electronic office administration experience
- Proficiency with word processing and database applications
- Accuracy and precision in data reporting
- Strong interpersonal skills
- Ability to work independently in an extremely busy environment
- Excellent organizational skills
- Ability and desire to provide superior customer service to customers at all times

PREFERRED QUALIFICATIONS:

- Associate's degree in office administration or related field
- Experience with computerized file maintenance, spreadsheets, desktop publishing software
- Experience in non-credit program support

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.