



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Staff Assistant II
POSITION NO.	502604
LOCATION	Lincoln Campus
REPORTS TO	Coordinator of Driver Retraining Program
GRADE	PSA 6
WORK SCHEDULE	Non-Standard: 35 hours per week (Including some weekends and evenings)
SUPERVISION	May supervise student help
LIMITATION (if applicable)	
REVISION DATE	February 2019

JOB SUMMARY:

To assist the Coordinator in the administration and coordination of all Driver Retraining programs.

DUTIES AND RESPONSIBILITIES:

- To be thoroughly knowledgeable about all Driver Retraining programs; to disseminate program information by telephone and in person to potential customers as needed
- Assist with the collection and verification of data for the various Driver Retraining programs
- Assist the Coordinator in developing, implementing and evaluating programs and special projects
- Create and maintain various databases, spreadsheets and other computerized files for the programs
- Assist the Coordinator in completing all statistical reports and surveys
- Maintain current awareness of features, modifications and/or enhancements of software used in the office, division and college
- Enter and process data, contracts, grant proposals, syllabuses, tests, exams, certificates, internal and external reports, letters, requisitions and other correspondence
- Assist with student registration; maintain registration data; input student information on the college's student information system and other applicable databases
- Assist the Coordinator with class scheduling, including reserving rooms
- Contact participants regarding scheduling, class dates, and room assignments
- Prepare requisitions and/or order program supplies and educational materials via the College's financial information system according to College policy and procedures
- Maintain files and records, including confidential material, required and generated by the Program
- Answer telephones; respond to telephone and mail inquiries; record messages and forward to appropriate staff
- Provide program information to the DMV as needed, including program completion reports and individual client information
- Assist the Coordinator in researching individual records in an effort to troubleshoot in a timely manner as needed
- Provide clerical and frontline support to the Division as needed
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Other duties as required

LICENSES, TOOLS, AND EQUIPMENT:

Various office equipment which may include computers, typewriters, telephones, copy machines, calculators, fax machines, etc.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- High school diploma
- Advanced electronic office administration experience
- At least one year of related experience
- Excellent keyboarding skills (40 WPM), data entry and working knowledge of the MS Office Suite of software applications, such as ACCESS and WORD
- Excellent communication and interpersonal skills together with a strong teamwork commitment
- Must be able to pay conscientious attention to detail and handle multiple priorities
- A working knowledge of general office practices
- The ability to compile reports is needed
- The ability to establish and maintain effective working relationships with supervisors, staff, and/or the public
- A clear understanding of confidentiality and its application to a working environment
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences

PREFERRED QUALIFICATIONS:

- Associate's degree in office administration or related field

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