



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Staff Assistant II
POSITION NO.	502651
LOCATION	Providence Campus
REPORTS TO	Director TRIO EOC & SSS Program
GRADE	PSA 6
WORK SCHEDULE	Non-Standard: 35+ hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

The Rhode Island Educational Opportunity Center (EOC) is a federally funded program designed to provide information about educational opportunities to adults who are primarily first-generation college or from low-income households. RIEOC provides information and assistance with financial aid and admissions programs to adults who express an interest in enrolling in programs of postsecondary education.

The Staff Assistant II is responsible for providing staff support to director/associate director in the daily operation and management of the project including general office duties, recordkeeping, assisting participants and counselors.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others in a diverse and inclusive environment
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Customer Service:

- Excellent communication skills required to greet participants and visitors both in person and over the phone
- Ability to determine what services or assistance participants, community partners, or other departments need
- Ability to communicate details for appointments including what materials participants need to bring for appointments
- Make routine contact with community partners, state vendors and other departments including but not limited to business office (purchasing), financial aid, and enrollment services

Office Skills/Office Management:

- Familiarity with general office equipment including windows-based desktop, laptop, multi-function printer, and telephones
- Ensure office equipment is in operating condition and reach out to department or vendor when service is required
- Maintain an inventory of supplies for the project, and order supplies as needed

Recordkeeping and Data Management:

- Maintain financial records and documentation on items ordered including maintaining copies of requisitions and communications with vendors, and business office
- Maintain appointment booking for counselors
- Maintain minutes of staff meetings
- Type, proofread, edit and disseminate report, forms, and other printed materials
- Assist director and associate director in to review EOC participant folders to ensure all relevant data is gathered and properly entered into program database

- In conjunction with coordinators/counselors, check submitted documentation to ensure error free, and correct/update data as necessary
- Access and process data through electronic networks and the internet using word processing and various software programs including Microsoft Office Suite and Banner

Departmental Support:

- Attend in-service and other job-related trainings
- Communicate effectively with Director and all other project staff in order to ensure the continued successful operation of the program
- Assist in all project's special events

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- High school diploma and advanced office administration experience
- Excellent typing skills required in both speed and accuracy
- Must be able to communicate fluently in Spanish in writing and speaking
- Individuals who have succeeded in overcoming first-generation or low-income circumstances like those of Educational Opportunity Center project participants are strongly encouraged to apply

PREFERRED QUALIFICATIONS:

- Strong interpersonal skills with a diverse community
- Strong organizational skills
- Ability to communicate effectively verbally and in writing in both English and Spanish
- Ability to work independently with minimal supervision
- Proficiency with Microsoft Office suite especially Word, Excel, and PowerPoint
- Associate's degree in a technical or administrative program or equivalent, plus at least one year of work-related experience

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