

COMMUNITY PROGRAMS ASSISTANT/RECEPTIONIST
(Bargaining Unit Position)
(Range 21)

DEFINITION

Under general supervision to perform clerical work related to participant registration and program/activity administration; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Community Programs Assistant/Receptionist class is distinguished from other positions in the clerical series by the high level of public contact, standardized duties requiring the exercise of independent judgement in policy interpretation and application. Incumbents are required to handle all but the most complex matters without close supervision.

ESSENTIAL FUNCTIONS

- Meet and work with the public, students, and college staff in a variety of situations which require tact, discretion, and courtesy;
- Interpret policies and procedures and provide information (which requires knowledge of departmental programs and activities);
- Receive, account for, and deposit monies from registration and sales; implement refund process;
- Review documents for accuracy, completeness, and conformance to established procedures; Register participants for community education, public events, Institute for Professional Development, Small Business Assistance, and recreation programs and activities (utilizing Recware and/or other registration software programs);
- Generate letters, memoranda, reports, requisitions, and other materials, utilizing word processing and financial record keeping software;
- Interpret and apply policies, rules and regulations;
- Mail to registrants receipts, campus maps, parking information, class materials lists, and other information pertaining to programs and activities;
- Record class participant counts for community education, public events, recreation, small business Assistance Center, and Institute for Professional Development classes and Activities;
- Develop contracts, obtain signatures, and implement contract payment process;
- Order textbooks, other materials, and media services equipment for classes and activities;
- Order, issue, collect, and track keys;
- Provide for photocopying, compile, and distribute class/activity announcements and materials;
- Develop and distribute program, class and/or activity announcements (flyers);

- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Establish and maintain effective working relationships with those contacted in the performance of duties;
- Perform other related duties as required.

Physical Abilities:

- See for the purpose of reading printed matter;
- Hear and understand speech at normal levels;
- Speak so that others will be able to understand a normal in-person and telephone conversation;

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

DESIRABLE QUALIFICATIONS

Education:

- Associate degree preferred;
- Related experience beyond the minimum may be substituted for education.

Experience:

- One year of general clerical experience, which includes the use of keyboard and other modern office equipment;
- Keyboard skills at a rate of 40 words per minute from clear copy.

Knowledge of-

- Modern office practices, procedures, and equipment;
- Computer keyboarding and utilization of software programs;
- College organization, policies, rules, and programs preferred.

Board of Trustees Approval: January 20, 1999
 CCCUE Approval: 1/14/99