

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CONTINUING EDUCATION PROGRAM TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Continuing Education & Economic Development, plan, organize, and coordinate the day-to-day operations and activities of the Continuing Education Program; promote, register, and collect fees for the Continuing Education Program; provide information and assistance to students, faculty, and staff; and maintain and update records and databases for reporting and tracking purposes.

REPRESENTATIVE DUTIES:

Plan, organize, and coordinate the day-to-day operations and activities of the Continuing Education Program including to provide support to fee funded classes, tours, activities, and workshops as well as to non-credit courses or special events; provide lead supervision to assigned hourly and student workers. *E*

Respond to inquiries and concerns and provide information regarding Continuing Education programs; assist in resolving issues using independent judgment and accurate interpretation of College guidelines, policies, requirements, procedures, and protocol or refer to appropriate personnel. *E*

Monitor the scheduling, staffing, and cancellation of classes in Continuing Education programs; assume responsibility for contacting instructors and setting up date and times for program classes; enter courses into system following Office of Instruction guidelines and deadlines; ensure correct information is provided for class schedule production; secure proper rooms for classes and develop listing and targeted mailings for department class schedule. *E*

Monitor class/event enrollment within the Continuing Education Program; generate enrollment reports to track enrollment of program classes and events; coordinate the addition or cancellation of classes based on enrollment; notify students of status of class; post cancellation/room change notice on classroom doors as necessary. *E*

Schedule and arrange faculty orientations related to Continuing Education programs. *E*

Ensure fees are collected for classes/events; transmit monies to Fiscal Department; maintain records on various funds generated for activities of the Continuing Education Program. *E*

Process and submit time sheets for Continuing Education Program staff and faculty; ensure proper pay rates and budget accounts are used; tracks number of days worked for hourly staff. *E*

Participate in budget preparation and administration; maintain accurate budgetary records; process journal vouchers, requisitions, and invoices; process and issue class refunds and stock requests. *E*

Provide assistance to the College for Kids (CFK) program; assume responsibility for the setup of listings and brochure mailings; provide a full range of general program support including to set up registration day, process payroll, track attendance, collect fees, order supplies, send out confirmation letters of course enrollments, and prepare end of program reports. *E*

Prepare and maintain a variety of statistical records, reports, and summaries related to Continuing Education Program activities; maintain database for Continuing Education Program student/enrollment tracking and reporting purposes; provide data for audits. *E*

Perform related duties and responsibilities as required.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office procedures, methods, and equipment including computers and applicable software.
Administrative, secretarial, and clerical practices and procedures.
Regulations, policies, and procedures concerning the Continuing Education Program.
Basic office management principles and practices including principles of lead supervision.
Principles and procedures of record keeping and report preparation.
Basic bookkeeping principles and techniques.
English usage, grammar, spelling, punctuation, and vocabulary.
Basic mathematical principles.
Oral and written communication skills.
Interpersonal skills using tact, patience, and courtesy.
Telephone techniques and etiquette.

ABILITY TO:

Plan, organize, and coordinate the day-to-day operations and activities of the Continuing Education Program.
Train and provide work direction to others.
Understand, interpret, and communicate pertinent policies, procedures, rules, and regulations and apply them with good judgment.
Perform responsible and varied programmatic and administrative support duties involving the use of independent judgment and personal initiative.
Provide Continuing Education Program information and assistance to students, faculty, staff, and outside agencies.
Resolve issues and problems.
Compile and maintain accurate and complete records and files.
Prepare narrative and statistical reports.
Operate a variety of office equipment including a computer and applicable software applications.
Type at rate of speed necessary for successful job performance.
Independently compose correspondence.
Plan and organize work to meet schedules and time lines.
Make mathematical calculations quickly and accurately.
Understand and follow oral and written directions.
Work confidentially with discretion.
Work independently in the absence of supervision.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school including course work in office procedures and equipment and three years of increasingly responsible clerical experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.

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Hearing and speaking to exchange information on the telephone or in person.
Sitting or standing for extended periods of time.
Seeing to read and verify data and prepare various materials.
Reaching overhead, above the shoulders and horizontally to store and retrieve files.

HAZARDS:

Extended periods of time viewing computer monitor.

Created: November, 2004

Johnson & Associates