Reports to: Director, Continuing Education and Business Services

I. POSITION SUMMARY: Provide administrative support for the Continuing Education & Business Training Centers and the CEBS Division office. Provide excellent customer service to all internal and external stakeholders. Work closely with the director and division program staff to develop and deliver continuing education & life-long learning programs to the IVCC district residents.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Serve as the first point of contact and handle customer service requests and program inquiries as received by email, phone, or by in person visits to the Center including students, instructors, etc.
B. Controls appointments of supervisory staff and professional staff within the Center.
C. Process all course paperwork, instructor packets, signage, etc. for continuing education courses and seminars before and after each course.
D. Enter and monitor courses & course sections in Colleague.
E. Process grades and other reports as required or needed from the system.
F. Process instructor payroll forms and monitor instructor contracts.
G. Enter and monitor all course paperwork and processes related to special programs such as Driver Improvement Program, Road Scholar, online programs, trips/tours, etc.
H. Purchase and follow-up on delivery of catering services, textbooks, materials and supplies as required for each class.
I. Enter and monitor purchase requisitions into administrative system; process invoices as appropriate.
J. Process and monitor travel requisitions and reimbursements for staff and instructors.
K. Process completion certificates and Continuing Education Unit (CEU) certificates.
L. Work within a team environment.
M. Prioritize work assignments of student workers as needed.
N. Maintain a positive attitude and display positive attitude to all internal and external stakeholders.
O. Performs other duties as assigned by director, program staff.

III. OTHER DUTIES & RESPONSIBILITIES:

A. Process the mail and stock office supplies.
B. Filing and photocopying as needed.
C. Participate in the selection and evaluation process of the department’s staff.
D. Review & assist in maintaining department-related web pages.
IV. QUALIFICATIONS:

Required:
- High School diploma or equivalent
- Excellent oral and written communication skills and organizational skills
- Knowledge of Microsoft Office including Excel, Word and Access, & Publisher
- Three (3) years office experience

Preferred:
- Associate’s Degree in appropriate discipline
- Previous experience with Datatel Colleague administrative software
- Previous experience working in an educational department