



COMMUNITY EDUCATION ASSISTANT II

Reports to: Director, Community Education and Workforce Development
Dept: Community Education and Workforce Development **Range:** 17
FLSA: Nonexempt/Extended Day **EEO:** Paraprofessional

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, lead and participate in the work of Community Education Assistants engaged in registering students and supporting instructors in Community Education and Workforce Development classes, workshops, events, excursions and programs; organize enrichment classes; coordinate creation of the class catalog; perform advanced administrative support and input financial data and program information into databases and computer systems; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

A Community Education Assistant II is the lead-level position in this class series. The position is categorically funded and continuation of this position is contingent upon revenues generated.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Participate in selecting, training and providing day-to-day lead work direction to other staff; assign and monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure that mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district's mission goals and values.
2. Coordinate and participate in administrative support services for the Community Education and Workforce Development programs; coordinate, assign and participate in front-desk coverage; provide information to students, staff and instructors regarding new and continuing department programs, course offerings, policies, procedures, requirements and services including changes in registration requirements, fee structures, cancellation and refund policies, location of classes and parking; oversee student enrollment into programs, classes and excursions; resolve escalated student issues.

3. Monitor class registration and determine if revenue from enrollment supports class or excursion; coordinate with instructors to change class size, dates or location; cancel non-viable classes or excursions.
4. Confirm instructors for existing courses and solicit suggestions for new course offerings; coordinate class proposal process and make recommendations on class offerings, fees and instructors; schedule classrooms/facilities both on and off campus.
5. Create and process contracts for existing instructors; recruit new instructors; oversee hiring process for new instructors including interviewing, negotiating salaries/ fees per course and coordinating with Human Resources; ensure that Community Education classes, instructors and facilities are supported by staff from various district departments; verify, calculate and approve instructor pay; coordinate timecards and spreadsheets with Payroll.
6. Coordinate, develop and publish the community education course bulleting/catalog; develop the publication calendar for approval including planning semester start and end dates, registration dates, course proposal dates and course frequency at each location/facility; ensure course descriptions are accurate; coordinate layout and production activities to ensure timelines and printing schedules are met; review galley proofs from the printer and authorize print production; coordinate bulk mailings and online posting of bulletins.
7. Coordinate and facilitate community education enrichment programs including researching, identifying and scheduling trips, contacting locations and vendors, coordinating transportation, determining pricing, and recruiting and chaperoning participants.
8. Oversee accounts receivable and accounts payable for the department; ensure accuracy of fee collection for programs, classes and excursions; ensure cash handling processes and procedures are adhered to; reconcile receipts and prepare deposits; coordinate pickup with armored truck company; input financial data and prepare and process purchase requisitions, purchase orders and check requests; verify the accuracy of receipts, utility bills and invoices including routing for signature and compiling complex detailed documentation; calculate budget usage and fund percentages; prepare and process expense-related forms including travel requests and reimbursements, petty cash and expense reports.
9. Provide administrative assistance to the Director as needed; maintain a variety of standard office and specialized records and files; maintain spreadsheets and databases; generate sensitive and complex reports, documents and personnel documentation using advanced word processing; oversee small administrative projects; create and maintain a variety of processes and state-required reports for special programs; supervise licensing and compliance for CEU programs.

OTHER DUTIES:

1. Work with third-party providers and facilities to set up usage contracts.
2. Participate in special events and projects as needed.

3. Provide work direction to student workers and temporary registration staff as assigned.
4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Community Education program goals, policies, procedures and requirements.
2. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
3. Payroll procedures and operations.
4. Office administration practices and procedures.
5. Department course management software programs and system-processing procedures, codes and data elements used to build and maintain the community education bulletin/catalog at a highly detailed functional user level.
6. Methods and techniques used to develop college catalogs and class schedules.
7. The district's student recordkeeping and general accounting systems, practices and procedures for processing student information and interpreting input and output data.
8. Safety policies and safe work practices applicable to the work.
9. Applicable sections of the state education code and other applicable laws.
10. Basic principles and practices of employee supervision.
11. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
12. Principles and practices of effective supervision.
13. District human resources policies and labor contract provisions.

ABILITY TO:

1. Assign and inspect the work of other Community Education Assistants providing registration and administrative support to the department.
2. Interpret and explain rules, regulations, procedures and policies regarding enrollment, fees and refunds.
3. Oversee the recruitment, hiring and payment of a large number of instructors.
4. Plan and implement community education programs and activities.
5. Prepare community education bulletins/catalogs for publication.
6. Make calculations and tabulations and accurately process and review fiscal and related documents.

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7. Assist in preparing and monitoring a program or department budget.
 8. Track statistical information utilizing complex spreadsheets and databases.
 9. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
 10. Set priorities and exercise independent judgment within areas of responsibility.
 11. Communicate effectively, both orally and in writing.
 12. Understand, interpret, explain and apply applicable laws, codes and regulations.
 13. Present proposals and recommendations clearly, logically and persuasively.
 14. Operate a computer and standard business software.
 15. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
 16. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
 17. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an associate degree program and at least three years of progressively responsible clerical support experience, preferably involving frequent public or student contact. Experience in a public agency is preferred. A bachelor's degree is preferred and may be required to advance to higher levels in the class series.

LICENSES AND OTHER REQUIREMENTS:

NA

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Lead-level work direction to Community Education Assistant I and student workers.

CONTACTS:

District administrators, faculty and staff; contractors and vendors; community organizations and businesses; the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.

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