



Connecticut State Community College
Job Description
Workforce Development and Continuing Education Assistant

Salary Level:
16

Date Approved/Revised:
Revised 8/23/22

Position Purpose

Connecticut State Community College offers a broad array of credit and short-term Workforce Development and Continuing Education programs in addition to its traditional academic degree programs. These are intended to respond to the educational needs of the populations served by the Campuses.

The Workforce Development and Continuing Education Assistant is responsible for the communication, marketing, registration, and administrative services in support of these Workforce Development and Continuing Education programs at a Community College Campus.

Supervisory and Other Relationships

The Workforce Development and Continuing Education Assistant typically works under the direction of a Director of Workforce Development and Continuing Education. The position may lead support staff and student workers in administrative support tasks.

The position has substantial relationships with students, faculty and staff and may interact with outside agencies and community groups. The incumbent is expected to represent the Campus in a positive manner and to collaborate with academic and student services departments to contribute to retaining students.

Major Accountabilities

The Workforce Development and Continuing Education Assistant is accountable for contributing to the successful operation of the Campus Workforce Development and Continuing Education programs by effective performance in these essential functional areas:

- Communication and marketing of Workforce Development and Continuing Education programs
- Registration
- Administrative support

Examples of Duties

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. Communication and marketing: The Workforce Development and Continuing Education Assistant is accountable for providing information to the public about the Campus Workforce Development and Continuing Education programs. This accountability includes such essential tasks as:

1. Preparation of marketing materials (hardcopy and digital) such as brochures, newsletters, press releases, public service announcements and publicity ads;
2. Overseeing mailings (including digital) of marketing materials
3. Assisting with social media marketing and ensuring web site pages are current
4. Organizing grant related marketing, programming and development including but not limited to WIOA, TAA and other party payers
5. Receiving and responding to telephone, in person, and written requests for information about the Campus Workforce Development and Continuing Education programs.

B. Registration: The Workforce Development and Continuing Education Assistant is accountable for contributing to the efficient and accurate registration of Workforce Development and Continuing Education students. This accountability includes such essential tasks as:

1. Organizing and conducting Workforce Development and Continuing Education registrations in person, by telephone, mail, fax, and internet
2. Collaborating with campus, region and central offices to facilitate registration and payment process

C. Administrative support: The Workforce Development and Continuing Education Assistant is accountable for providing effective administrative services for the Campus's Workforce Development and Continuing Education programs. This accountability includes such essential tasks as:

1. Participating in the development, implementation and evaluation of relevant Workforce Development and Continuing Education offerings
2. Provide support to recruit, interview and recommend program instructors
3. Providing orientation and assistance to instructors
4. Scheduling and arranging the layout of classrooms and other facilities
5. Maintaining inventory of educational supplies
6. Ensuring that educational lab rooms are appropriately supplied, preparing course materials such as course outlines, class lists, attendance sheets and course evaluation forms
7. Collaborate with Shared Services in HR, IT and Finance
8. Preparing documents such as contracts, invoices, and purchase orders for both internal and external partners
9. Preparing and maintaining program records such as reports of revenues and expenses.

Professional Participation and Development

In addition to the accountabilities listed above, the position is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

These may involve attendance at evening or weekend events. The incumbent is expected to maintain currency in the position's fields of professional expertise and competencies including required computer skills. The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature.

Qualifications

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Office administration;
- Registration procedures;
- Workforce Development and Continuing Education or higher education operations

These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree in an appropriately related field together with one to four years of related office administration experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

Work Environment

Incumbents typically perform their work in offices and instruction facilities. The work does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents with physical limitations.