**Adult Programs Office Associate**

***CATEC***

Full-Time, 12 months

Non-Exempt, Pay Grade 10

Benefits-Eligible

***(10:00 a.m. – 7:30 p.m. M-Th, 10 a.m. – 2:00 p.m. Friday)***

**Join the Albemarle County Team:**

[Albemarle County](https://www.visitcharlottesville.org/) is one of the most desirable locations in Virginia and the nation, with an excellent school system, low taxes, low crime and unemployment rates, a skilled and educated workforce, and a wealth of cultural, historical, and recreational amenities in a beautiful setting.

It’s our mission to enhance the well-being and quality of life for all citizens through the provision of the highest level of public service consistent with the prudent use of public funds.

We deliver this in a [diverse locality](https://www.enablealbemarle.org/about-albemarle/living-here), with rural, suburban and urban characteristics. The **Albemarle County Core Values**are the foundation for all we do.

* **Integrity**: We value our customers and co-workers by always providing [honest and fair treatment](https://www.albemarle.org/home/showpublisheddocument?id=414).
* **Innovation**: We embrace creativity and positive change. Learn about this from the People of Albemarle. Have you heard about our partnership for an [autonomous shuttle](https://www.albemarle.org/home/showpublisheddocument?id=666) in Crozet?
* **Stewardship**: We honor our role as stewards of the public trust by managing our [natural](https://www.albemarle.org/government/facilities-environmental-services/environmental-stewardship), [human](https://www.albemarle.org/government/human-resources/working-at-albemarle) and [financial](https://www.albemarle.org/government/budget) resources respectfully and responsibly.
* **Learning**: We encourage and support lifelong learning and personal and professional growth. We support our team through internal and external training opportunity. Check out our *free* in-house training opportunities.
* **Community**: We expect diversity, equity and inclusion to be integrated into how we live our mission. See how we’re living out this value in the Office of Equity and Inclusion [2020 Annual Report](https://albemarle.legistar.com/View.ashx?M=F&ID=9054803&GUID=1E9D81DC-C420-4CAF-B8D1-91825ABFD287).

We take care of our team, offering employees [BE WELL Albemarle](http://bewell.albemarle.org/Pages/default.aspx) support to provide opportunities to understand and follow an active lifestyle that promotes a culture of good health and wellness.

***The Adult Programs Office Associate***

CATEC is actively recruiting an Office Associate to join our team. You will be the first point-of-contact with our customers: CATEC students, employers, instructors, and the general public. Providing excellent customer service is the most critical aspect of your role. Being the Office Associate necessitates you being well-versed in database software and the Microsoft Suite. You will also need to be tech-savvy with strong written and verbal communication skills. Because you are on the front lines, exemplary customer service traits, being even-tempered, and the ability to multi-task are critical. Being very organized with strong attention to detail and time management skills are essential. We want you to really enjoy interacting with adult students, instructors, and business partners.

**The Expectations**

Essential functions and responsibilities of **Office Associate**include, but are not limited to, the following:

* Responsible for using FileMaker database system and additional financial spreadsheets to input and maintain student enrollment, payment, attendance, and grades; sends related apprenticeship reports documentation to sponsors and students.
* Prepares invoices, handles tuition payments and receipting customers.
* Prepares monthly semester invoices and maintains accounts receivable records.
* Performs delinquent account collections through phone, email, and mail correspondence.
* Answers incoming calls and email inquiries which require explaining and promoting current programs as well as advising prospective students about scholarships, social programs, and continuing education grant opportunities.
* Administers and proctors ASE Certification Exams; provides initial scheduling information to Office Manager.
* Assists with preparation of marketing materials, promotional materials and graduation program.
* Composes department letters and memoranda. Types letters, reports, minutes, documents, and a variety of material from rough draft, clear copy, or notes, using word processing equipment: sometimes material may be of a confidential nature.
* Assists in the preparation and development of Center Board book and transcribing minutes for both the Center Board and Foundation Board.
* Prepares accurate and timely reports on enrollment, finances, class schedules, etc. and creates bulk mailings or emails using database as needed.
* Answers routine correspondence for supervisor independently.
* Prepares, maintains, and checks records, forms, and other documents for accuracy, completeness, and conformance to rules, and regulations.
* Collects information from a variety of sources and compiles data for special and periodic reports.
* Attends meetings and takes notes of minutes, when required.
* Sets up and supervises the maintenance of filing systems.
* Maintains inventory of material and equipment.
* Receives, opens, sorts, and distributes mail.
* Provides assistance with instructor timekeeping.
* Records student grades and absences along with sponsor notification.
* May be required to cover for Office Manager in the evenings to 9:30 p.m. on occasion

Performs related tasks as required.

**THE QUALIFICATIONS**

***Education and Experience***

You will need the education and experience equivalent to an associate’s degree with postsecondary coursework or training and at least four years of extensive, increasingly responsible experience in office management. We would prefer that you had some knowledge of Adult Programs and Apprenticeship Training regulations.

***PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS***

Work is typically performed in an office setting primarily sitting at office equipment and files. Frequent walking, standing, light lifting, up to 40 pounds, and other limited physical activities are required. Contacts often require tact and discretion. Contacts with state and federal agencies are required occasionally. Contact with employers, faculties, students, parents, and the general public are required. Hours will be 10:00AM – 7:30PM Monday – Thursday and 10:00AM – 2:00PM Friday. **Some schedule flexibility may be possible.**

**THE SALARY RANGE**

The hiring range for this position will be $16.52 - $21.44. Starting offer is based on applicable education beyond minimum requirements, experience and internal equity. The position also provides excellent benefits including 12 paid holidays, paid vacation and sick leave, health insurance options with employer contribution, employer-paid life insurance, VRS retirement and continuing education/training opportunities. This is a full time, FLSA non-exempt position. *Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy,* *§P-60.*

**DEADLINE FOR APPLICATIONS:** Position open until filled with application review and interviews beginning Monday, March 14, 2022, 5:00 p.m. EST

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| *Primary Location* | **CATEC** |
| *Salary Range* | **$16.52 - $21.44 Per Hour, depending on education, experience and internal equity** |
| *Shift Type* | **Full-Time – 40 hours per week** |