

**CATEC
POSITION DESCRIPTION**

JOB TITLE: Adult Programs Office/Database Administrator	LOCATION: Various
	JOB CLASS CODE: 20176
IMMEDIATE SUPERVISOR: Adult and Apprenticeship Program Manager	PAYGRADE: 11
	FLSA STATUS: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs technical work to coordinate student information system activities consisting of administrative and technical assignments. Work requires interaction with current and prospective adult students providing excellent customer service in a busy office environment. Performs a wide variety of specialized clerical and secretarial duties; does related work as required. Work requires knowledge of department, division, or section policies, procedures, and services and ability to communicate these to others. Tasks may require the ability to plan and carry out assignments. Work is performed under general supervision.

ESSENTIAL FUNCTIONS

The minimum performance expectations include, but are not limited to, the following actions:

- Responsible for completion of complex administrative and technical assignments;
- Responsible for payroll related tasks such as verifying and entering instructor hours
- Responds to customer-related issues and resolves them accordingly;
- Supports instructors and students in the evening Adult Ed classes
- Assists with inputting and maintaining student enrollment, attendance, and grades; sends related apprenticeship reports to sponsors.
- Prepares invoices, handles tuition payments, and reconciles account receipts.
- Calculates debt/income ratio to determine payment plan eligibility for students; maintains records including promissory notes and installment payments.
- Prepares monthly 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 grant opportunities.
- Administers and proctors ASE Certification Exams.
- Assists with preparation of 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.
- Prepares reports and creates bulk mailings using database and mail merge as needed.
- Prepares, maintains, and checks records, forms, and other documents for accuracy, completeness, and conformance to rules, and regulations.
- Posts a wide assortment of information to records.
- Collects information from a variety of sources and compiles data for special and periodic

- reports.
- Sets up and supervises the maintenance of filing systems.
 - Maintains inventory of materials and equipment.
 - Receives, opens, sorts, and distributes mail.

KNOWLEDGE, SKILLS, AND ABILITIES:

Must have excellent customer service skills and be able to multitask in a busy office environment. Knowledge of database management, word processing, spreadsheets, and data communications. Extensive knowledge of office terminology, procedures and equipment, and business arithmetic. Prefer some knowledge of Adult Programs and Apprenticeship Training regulations. Ability to maintain complex clerical records and prepare reports from records. Comprehensive knowledge of business English and spelling. Ability to learn and follow organizational operations, procedures and policies; ability to follow complex oral and written directions; ability to work independently; ability to work under pressure and make decisions in accordance with regulations, and established procedures. Ability to establish and maintain effective working relationships with employees, instructors, and the general public.

Intermediate to advanced proficiency in office-related and department-specific software including Word, Excel, Publisher, PowerPoint, and FileMaker. Ability to effectively use office equipment, including computer, copier, fax machine, printer, multiple-line phone, paper folder, laminator, projector, and scanner.

EDUCATION AND EXPERIENCE

Education or experience equivalent to graduation from high school with postsecondary coursework or training and at least four years extensive, increasingly responsible experience in clerical work. Documented and certified post high school classes or training providing technical knowledge may be considered as additional experience.

PHYSICAL CONDITIONS AND WORK CONTACTS

Regular contacts made with individuals from:(a) other internal organizations units; or (b) outside organizations or (c) frequent contact with the general public for purposes of exchanging factual information which may require some judgement or interpretation in order to be responsive to questions or applicable to a specific situation. Communication is usually cooperative in nature, with infrequent conflicts resolved by higher authority. Conducts work in a sitting position; however, job requires frequent standing, walking, bending, stooping and light lifting. Requires frequent operation of a variety of office machines.

Please visit www.catec.org Careers for more details.

EVALUATION

Will be evaluated annually on the ability and effectiveness to carry out the above responsibilities as outlined.

SALARY RANGE

Classified pay scale, depending on experience and qualifications.

Date Approved: June 2020