



**Connecticut State Community College
Job Description
Workforce Development and Continuing Education Aide**

Salary Level:
12

Date Approved/Revised:
Revised 8/23/22

Position Purpose

Connecticut State Community College offers a broad array of credit and non-credit 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 Aide assists in providing 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 Aide typically works under the direction of a Director of Workforce Development and Continuing Education or other administrator. The position may lead student workers or others in administrative support tasks.

The position has substantial relationships with students, faculty, and staff. The incumbent is expected to represent the College 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 Aide 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:

- Providing workforce development and continuing education program information
- Registration and Scheduling
- 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. *Program information:* The Workforce development and continuing education Aide is accountable for assisting with student recruitment and enrollment strategies and providing information to the public about the campus's workforce development and continuing education programs. This accountability includes such essential tasks as:

1. Developing and maintaining mailing lists, including digital
2. Performing mailings (including digital) of marketing materials
3. Assisting with social media marketing and keeping the website pages current
4. Receiving and responding to telephone, in person, email and written requests for information about the campus's workforce development and continuing education programs

B. Registration: The Workforce development and continuing education Aide 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. Preparing and maintaining student and class lists and records
3. Preparing course scheduling and planning in BANNER
4. Assisting with course payments
5. Preparing course CEU, WIOA, TAA and other completion documents and records for third party payers and grants

C. Administrative support: The Workforce Development and Continuing Education Aide 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. Scheduling facilities, meeting rooms and instructional equipment
2. Assisting in the preparation of course materials such as course outlines, class lists, attendance sheets and course evaluation forms in collaboration with WDCE Assistants, Coordinators or Directors
3. Preparing documents such as invoices and purchase orders
4. Providing reports from Banner as requested by the Director

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 operations, preferred
- Student Information Systems i.e., BANNER Preferred

These skills and abilities typically are acquired through a combination of education, training and experience which would include an Associate's degree in an appropriately related field 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.