



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Staff Assistant II
<b>LOCATION:</b>	Center for Workforce and Community Ed. Office, Lincoln Campus
<b>REPORTS TO:</b>	Director-Training & Development (Planning & Enrollment Management)
<b>GRADE:</b>	CCRIPSA 6

**ABOUT CCRI:**

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best:

<https://www.ccri.edu/equity/culture/guidingprinciples.html>

**BASIC FUNCTION:**

To serve as the frontline Customer Service Representative for the CWCE Office primarily at the Lincoln Campus.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

Customer Service / Enrollment:

- To answer multi-line telephone
- To be thoroughly knowledgeable about all CWCE programs; to disseminate program information by telephone and in person to potential customers as needed.
- To be thoroughly knowledgeable about procedures related to the different modes of training (i.e. open enrollment programs, customized training programs, grant-funded contract training, and federally funded programs).

- To assist customers with course/program registration process.
- To enter registrations into the electronic Student Information System; to troubleshoot problems with the Staff Assistant to the Director; to utilize the SIS to retrieve statistical data as needed.
- To schedule testing appointments as needed (i.e. TABE, GED, etc.)
- To assist with monitoring the enrollment/scheduling/cancellation of classes as needed; to contact registered students in case of cancellation.
- To ensure that signs are posted for all daily activities as needed.
- To maintain open enrollment files.

#### Marketing:

- To assist with the expansion and maintenance of the Division's marketing database.
- To assist with publicizing CWCE Programs, including the production of marketing materials, such as: three-fold brochures, program flyers, CWCE bulletin, etc., using industry-standard software (PageMaker).
- To ensure that the selection of marketing materials in the brochure rack is complete at all times.
- Assist in outreach and recruitment of program participants in conjunction with eligibility criteria as needed.

#### Clerical:

- To provide clerical assistance (typing, filing, faxing, copying, mass mailings) to the Division as needed.
- To prepare and track purchase requisitions on the FRS.
- To maintain an inventory of office and educational supplies needed for various programs; re-order as needed.
- To tabulate and complete all statistical reports and surveys as required; produce accurate visual representations of quantitative data using graphics software.
- To maintain current awareness of features, modifications, and/or enhancements of software used in the office.

#### **LICENSES, TOOLS & EQUIPMENT:**

Personal computer, calculator, copy machine, fax machine, multi-line telephone.

#### **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

#### **QUALIFICATIONS:**

High school diploma and advanced electronic office administration experience required; Associate's degree in office administration or related field preferred. Experience with computerized file maintenance, spreadsheets, desktop publishing software necessary; proficiency with word processing and database applications essential. Experience in non-credit program support preferred. Accuracy and precision in data reporting necessary. Strong interpersonal skills required. Ability to work independently in an extremely busy environment. Excellent organizational skills required. Ability and desire to provide superior customer service to customers at all times is a must.

#### **CCRI is an Equal Opportunity / Affirmative Action Employer.**

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: [TitleIXCoordinator@ccri.edu](mailto:TitleIXCoordinator@ccri.edu).

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:  
<https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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