**Job Description**

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| **Job Title:** | Outreach Center Assistant | **Location:** | Workforce Training Center |
| **Department:** | Career, Technical and Workforce Education | **Reports To:**  | Business Operations Manager |
| **Division:**  | Instruction | **Pay Grade:**  | C05 |
| **FLSA Status:**  | Non-exempt |  |  |

**SUMMARY**

The purpose of this position is to provide direct support to students, instructors, staff and visitors at an NIC outreach facility. This position provides customer service related to enrollment, testing, computer lab, and classroom use. This individual assists the Operations Manager by orchestrating and completing class logistics, maintaining center calendars, and providing guidance and assistance to other members of the class logistics team. The position also acts as a liaison between coordinators and instructors and students.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Maintains records, creates class binders and generates reports as requested
* Supports testing center’s logistics and proctoring
* Maintains secure test proctoring files and facilitates exams according to standard protocol
* Trains and assigns tasks to part-time staff
* Maintains center’s calendars- Vacations/Outreach/Events etc.
* Collects and submits class data to Operations Manager
* Maintains and updates center message platforms and website
* Provides training and general support for users of MyNIC, eLearning, and associated student information systems
* Assists with Zoom and other classroom technology and supports instructors
* Works flexible hours including evenings and occasional Saturdays
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community

**Department Specific Duties**

* Primarily supports classroom logistics from student onboarding to closing processes by utilizing many different office tools and procedures including but not limited to, Microsoft Office software, paper and digital class file creation, processing and proper storage of student materials, and numerous internal software programs and office procedures.
* Plans, organizes and executes packet making processes
* Attends weekly meetings and actively participates in the creation and adjustment of Workforce Training classroom materials
* Meets multiple deadlines
* Proctors exams when appropriate

### Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

High school diploma or GED, plus a minimum of one-year full-time equivalent customer service or office reception lead experience and/or training; or equivalent combination of education and experience. Knowledge of NIC or other community college processes preferred. Associate’s degree preferred.

# Knowledge, Skills and Abilities

* Strong customer service skills, including proper telephone etiquette and conflict management
* Strong project management skills
* Good writing and small group presentation skills
* Ability to use Microsoft Office applications at a proficient level
* Basic knowledge of instructional and PC technology
* Ability to troubleshoot problems with office equipment
* Ability to effectively instruct others on office equipment and office operations
* Ability to work independently and to lead others
* Ability to type and operate standard office equipment including phone, fax, copier

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements are typical of those working in a general office or classroom setting, but with extensive requirements to stand, move or otherwise engage in physical activity in an indoor setting. Typically involves regular sitting, standing, walking, moving, exposure to office lighting, regular typing, etc. Requires lifting objects up to 10 pounds occasionally with or without assistance. A wide variety of standard office equipment is continually used, including phone, copier, printer and computer. Occasional local and regional travel required.

**July 2024**