**The filling of this position is subject to budget approval**

Position Description
Specialist, Training and Career Services

| Division: Employer and Career Services |
| Department: N/A |
| Supervisor’s Position: Executive Director for Employer and Career Services |
| FLSA Status: Non-Exempt |

Job Summary:
The primary responsibilities of this position are to:
- Develop and maintain productive contacts with employers who may need training assistance from the Division and/or who may need to hire current or former students of the College, and/or who have hired former students of the College;
- Manage and operate the employer satisfaction survey processes for the College;
- Provide administrative and logistical support for the Division; to coordinate administrative and logistical support matters with other Divisions of the College; to coordinate administrative and logistical support matters with current and prospective business clients; and
- Operate the Division’s internal productivity reporting and budget management functions (excluding accounts receivables).

Essential Duties and Responsibilities:
The following are examples of essential duties and functions that are performed in the areas of Employer and Career Services:

1. Researches, develops, proposes, implements, and operates administrative processes in support of the Division. This involves use of independent judgment on matters of substance affecting the core objectives and operations of the Division. This includes assisting with planning and scheduling of training services, instructors, and career services; purchasing of equipment, supplies, tools, books, materials, etc. for training purposes; arranging and contracting for training facilities; and other administrative and logistical support functions for training and career services.

2. Researches, develops, proposes, implements, and operates the internal tracking, budgeting, bookkeeping, reporting and related processes for all financial matters of the Division, excluding accounts receivables.

3. Receives and answers inquiries from clients about the Division’s training service offerings, and receive and answer inquiries from prospective, current, and former students regarding career services. Receives and coordinates enrollments and payments of individual students for non-credit seminars and similar events. Maintains effective liaison and communication with
colleagues in the client organizations, and with individual students of the Division, on such matters as schedules, contracts, purchase orders, enrollment agreements, reports, logistical needs, and similar business matters.

4. Coordinates communications and personnel paperwork with the Division’s instructors, including embedded trainers, staff trainers, adjunct trainers, contract trainers, and trainers loaned from Academic departments.

5. Establishes and maintains the master copies of all contracts and agreements with corporate clients, and assists with the development, renewal, or modifications of such contracts and agreements. Maintains the master copies of all approved policy statements and statements of standard operating procedures for the Division.

6. Assists with the development, distribution, statistical assessment, and reporting on training needs assessments, surveys, training satisfaction reports, and similar instruments.

**Education, Experience, Knowledge & Skills Needed:**

1. An Associate’s Degree or higher is required, preferably in a field related to the duties of the position.

2. At least three years of full-time experience are also required involving responsible duties in general administration that included regular bookkeeping functions typically performed in a small business. Credit on a proportional basis will be given for part-time or volunteer experience that was gained in duties essentially identical to the full-time experience requirement.

3. A substantive professional track record is required demonstrating consistent collegial collaboration, such as with students, peers, clients, community leaders, and members of the public.

4. Advanced user skills are required with MS Word, MS Outlook, and MS Excel.

5. User skills with a statistical software program are preferred.

**Other Position Requirements:**

1. Works effectively and productively as a team member. Keeps others informed of information needed. Treats others with respect, maintaining a spirit of cooperation.

2. Maintains effective and professional verbal and written interactions with peers, customers, supervisors and other staff. Uses diplomacy and tact in dealing with difficult situations or people. Demonstrates effective listening skills. Is receptive to constructive feedback.

3. Maintains acceptable overall attendance record, to include department meetings, all-employee meetings/trainings as required. Ensures appropriate notification to supervisor for absences, and ensure that work is covered. Is flexible in work schedule when needed.

4. Produces quantity of work necessary to meet job requirements.

5. Demonstrates the ability and willingness to handle new assignments, changes in procedures and business requirements. Identifies what needs to be done and take appropriate action.

6. Completes assigned work; meet deadlines without reminders/follow-up from supervisor or others.

7. Performs work conscientiously with a high degree of accuracy.

8. Annually participates in a minimum of 20 hours of professional development activities to remain current with industry trends and advancements.

**Working Conditions:**
The position involves:
1. Extensive communication using proper English with individuals and groups, including orally and in writing. Public speaking may also be involved.
2. Operation of desktop and similar computers, and audio-video equipment.
3. Extended periods of sitting.
4. Work during normal business hours and occasional work outside of normal business hours.
5. Travel by car periodically.
6. Lifting and carrying training materials and literature frequently, often up to 20 pounds per item.
7. Extensive work with data and statistics, including the use of calculators and formulas.

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Employee Printed Name

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Employee Signature                  Date

06/14