**Job Title:** Specialist, Continuing Education  
**Reports to:** Director, Continuing and Community Education  
**FLSA Status:** Non-Exempt  
**Level:** 114  
**Position Class:** C9930

**Job Summary:**
Provides all aspects of clerical support, registration of students, and marketing assistance for the non-credit academic functions of the College by performing the following duties:

**Essential Duties and Responsibilities:**
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Provides clerical support to director or other administrative manager or department, including correspondence and e-mail. Coordinates supervisor’s calendar, schedules appointments, screens calls and responds to inquiries as appropriate.

2. Performs registration responsibilities, including scheduling of classes, registration of students, cancellations and providing refunds in accordance with College policy.

3. Organizes and maintains file system, and files correspondence and other records.

4. Provides receptionist responsibilities for the non-credit functions.

5. Coordinates, schedules rooms and provides set up for instructors of non-credit classes.

6. Conducts research, and compiles and types reports for College and government or outside agencies, as required.

7. Assists in marketing efforts for non-credit courses, including mailing of brochures, catalogues and other related materials.

8. Handles and monitors cash receipts for tuition and materials for non-credit classes.

9. Orders and maintains supplies, and arranges for equipment maintenance.

10. Creates and maintains database and/or spreadsheet files. Inputs and updates information into current College database system. May oversee and maintain functional area web pages.
11. Acts as resource person for information related to the non-credit departments.

12. Processes instructor contracts and provides billing for all outside classes provided.

13. Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, takes minutes and maintains records.

14. Handles other special projects as delegated by supervisor.

15. Assigns and coordinates work of student assistants, as required.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED); and four (4) years related experience and/or training.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have advanced knowledge of word processing software; intermediate knowledge of spreadsheet, database, e-mail and Internet software. Proficiency in use of current College email and database software essential.

- **Certificates and Licenses:**
  None required.

**Responsibility for People and Property:**
This job has no supervisory responsibilities.
Responsibility for Communication:

● Internal Contacts:
  This position has routine contact with all levels of college staff and students.

● External Contacts:
  This position has frequent contact with the State and government agencies and general public.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.
7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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