



Fremont Union High School District

Position: Program Technician – Adult Education

Department/Site:	Adult & Community Education	Range:	110
Reports to/ Evaluated by:	Director of Adult & Community Education	Work Year:	245
		Months:	12

Summary of Basic Functions & Responsibilities

Under the supervision of the Director of A.C.E./or designee, provides a variety of technical, clerical, and customer service support to Adult School programs in the areas of registration, records, attendance, student services, instructor support, projects, and logistics for off-hour, off-site courses. Understands and works effectively with people of differing cultures.

Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Provides administrative support to State, federal and adult education programs, including, but not limited to, ESL, ABE, GED, High School Diploma, Citizenship, Vocational Education, parent education, and older adult education.
- Supervises adult education classes at an evening site weekly, including checking out keys, processing student registrations, communicating with teachers, and providing equipment and materials to teachers.
- Receives and processes class registrations and fees. Reconciles fee balances. Prepares documentation and receipts for further processing by the finance office. Enrolls students to new courses, rolling over existing students into new course sequences.
- Works with students to resolve class scheduling conflicts and other related problems.
- Prepares and maintains accurate records, files, and computer-aided databases related to student enrollment, attendance, and testing. Records student attendance in courses and documents to course files and student information systems. Follows up on missing and incomplete information.
- Compiles and organizes student and numeric data to support periodic reports used for internal use, grant proposals, and external compliance.
- Receives and directs visitors and telephone calls. Receives, classifies and distributes mail to and from instructors, staff members, other schools, students, and the public.
- Provides information about Adult School programs and registration procedures. Advise current and prospective students on the scope and objectives of programs, in accordance with Board policy and State Education codes pertaining to adult school programs.
- Attends meetings and in-service related to Adult School program scope, guidelines, and reporting requirements. Participates in and may provide portions of in-service training to adult education staff and instructors.
- May assist with data collection to support organizational unit budget proposals, maintaining communications with work sections on status and information needs. .
- Performs general clerical duties including data entry, word processing, filing, duplicating materials, answering telephones and taking messages. Maintains filing systems according to record retention requirements.
- Performs related duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills:

- Requires knowledge of office practices, procedures and equipment, including filing systems, reception and telephone techniques, and letter and report writing.
- Requires knowledge of registration and student matriculation processes.
- Requires knowledge of personal computer based software programs and data entry to pre-established databases.
- Requires sufficient math skills to record and tally basic financial and statistical data.
- Requires sufficient knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence.
- Must be able to operate a variety of office equipment, such as computers, printers, copiers, document folders, shredders, and calculators.
- Requires sufficient human relations skill to work productively and cooperatively with diverse groups within and outside the District, and exercise patience when conveying information to, and working with internal and external customers.
- Requires the ability to work independently with little supervision.
- Requires the ability to understand, interpret, explain, and apply knowledge of Board policy and State Education codes, pertaining to Literacy programs.
- Requires the ability to understand class registration and related processes to handle logistics at an evening class site.
- Requires the ability to prepare spreadsheets, charts, and enter, import, and export data to and from databases.
- Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines.
- Requires the ability to communicate with staff and customers using patience and courtesy, and in a manner that reflects positively on the organization unit.

Physical Abilities:

- Must be able to function indoors in an office environment engaged in work of primarily a sedentary nature.
- Requires ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to various locations.
- Requires the ability to use near vision to read printed materials.
- Requires auditory ability to carry on conversations in person and over the phone.
- Requires the ability to retrieve work materials from overhead, waist, and ground level files.
- Requires manual and finger dexterity to write, use a keyboard to operate a computer, and other standardized office equipment, requiring some repetitive motions.
- Under some circumstances, further testing may be required to determine if an applicant is able to perform the essential duties with or without reasonable accommodation.

Education:

- Requires a High School diploma or equivalent, supplemented by course work in office practices, and three years of increasingly responsible clerical experience involving financial and statistical record keeping.

Licenses & Certificates:

- May require a valid driver's license.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

- Work is performed in a school environment subject to constant interruptions.