

DESERT COMMUNITY COLLEGE DISTRICT

TRAINING AND DEVELOPMENT ASSISTANT

BASIC FUNCTION

Under the direction of an assigned supervisor, provide specialized clerical support requiring a broad knowledge of programs related to The Center for Training and Development; provide a wide variety of reference and resource information related to assigned function or program; register students and maintain database; perform classroom set ups; and attend various business expos and job fairs.

REPRESENTATIVE DUTIES

1. Plan, schedule and perform a wide variety of specialized clerical support duties related to The Center for Training and Development. E
2. Prioritize and coordinate office activities to assure time lines are met; develop schedules, type and process documents, coordinate communications and disseminate information. E
3. Provide reference and resource information for an assigned program or functional area; read, interpret, apply and explain policies, procedures, rules and activities in conducting transactions with District personnel and the public. E
4. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract or summarize data. E
5. Review and summarize data and prepare special and periodic reports related to an assigned program or function including State and federally mandated reports; verify accuracy, completeness and compliance to rules, procedures, regulations, policies and other mandates. E
6. Establish and maintain filing systems on a variety of subjects; assemble, post and file data in specialized records. E
7. Register students for assigned programs and receive and process fees as assigned; establish, organize and maintain student records, database and files including attendance records, monitor class size. E
8. Record class descriptions into database, maintain currency of database, enter classes into calendar and reserve facilities, review schedule for accuracy, and schedule facilities for use. E
9. Count cash, checks and credit card transactions, make daily deposits. E
10. Type a wide variety of materials from various rough drafts or oral instructions; compose correspondence and memos and distribute as appropriate. E
11. Review documents for accuracy, completeness and conformance to established procedures and standards. E
12. Initiate and receive communication from District departments and personnel, community and State agencies and organizations, public schools and vendors as required. E
13. Receive complaints, resolve issues or refer to appropriate personnel according to established guidelines. E
14. Receive, open and distribute mail. E
15. Operate a variety of computers and related technologies, utilizing a wide variety of related software as assigned. E
16. Operate a variety of office machines and equipment including a computer and related software, typewriter, copiers, calculators and other equipment specific to assigned area. E
17. Greet students, visitors and others, and provide information and assistance regarding programs,

procedures and activities of assigned function or area; provide forms and assistance in their completion as appropriate. E

18. Set up classrooms; arrange tables, chairs, and other equipment according to instructions; reserve media equipment as necessary. E
19. Attend exhibition fairs and tradeshow; set up and take down exhibition; answer questions and distribute information regarding programs. E
20. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Basic knowledge of goals and objectives of assigned office or functional area; standard office procedures and organizational skills; operation of standard office machines and equipment; applicable software programs including word processing, spreadsheets, and email; modern office practices, procedures and equipment; record-keeping techniques; telephone techniques and etiquette; customer service skills, correct English usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy.

Ability to: Provide specialized clerical support requiring a broad knowledge of an assigned program or functional area; remain current and apply and explain policies, procedures and activities related to an assigned program or function; perform a variety of clerical duties involving independent judgment in the interpretation, application or modification of existing procedures; operate a variety of office machines and equipment including a computer and applicable software including word processing, spreadsheets, email, database management, and other related programs, typewriter, calculator, and copier; complete assignments with minimal supervision; demonstrate sound judgment in the application and interpretation of existing methods and procedures; establish and maintain cooperative and effective working relationships with others; maintain records and prepare reports; lift moderately heavy objects; bend at the waist, kneel or crouch to perform set ups; understand and follow oral and written directions; communicate effectively both orally and in writing; provide sole clerical support of an entire office or functional area.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and two (2) years of clerical experience involving event coordination or experience working with a training program and one (1) year experience involving customer service.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license.

WORKING CONDITIONS

Environment: Office environment. Driving a vehicle to conduct work.

EMPLOYMENT STATUS

Bargaining Unit Position