**HOLYOKE
COMMUNITY
COLLEGE**

## Clerical Assistant (Ludlow Area Adult Learning Center & Springfield Adult Learning Center

https://www.governmentjobs.com/careers/holyokeedu/jobs/3179041/clerical-assistant-ludlow-area-adult-learning-center-springfield-adult-learnin

Provides data management, office support, reception, and business office support for Ludlow Area Adult Learning Center, Springfield Adult Learning Center, and/or ESOL Workforce Development programs.

1. Helps to ensure a welcoming, positive environment for diverse students, staff, and community members through reception and office management for a busy adult school context.
2. Enters student enrollment, attendance, assessment scores, outcomes, etc. into Department of Elementary & Secondary Education (DESE) LACES database. Collaborates with teachers and advisors to ensure accurate data collection.
3. Develops mechanisms for regular communication of student progress: attendance letters, assessment reports, etc. Generates reports on attendance and other outcomes for review by administrative and professional staff.
4. Runs reports in LACES database and stays current on policy changes related to data entry, intake, waitlist, class enrollment, attendance, and ESOL assessments.
5. Assists Director in management of HCC ESOL outcome data: creates and maintains spreadsheets that track progress towards program targets (enrollment, measurable skill gain, etc.). Revises and improves systems in response to database and policy changes.
6. Answers phone inquiries and provides routine information concerning program services. Refers to area programs for services not provided.
7. Maintains confidential student files (paper and electronic) related to attendance, enrollment, assessment scores, goals, certificates, outcomes, etc.
8. Maintains schedule of intake interviews and supports recruitment of new students.
9. Assists with marketing of classes through community calendars, brochures, flyers, etc.
10. Prepares standardized forms such as requisitions, direct pay requests, etc. according to detailed procedures. Places orders and tracks spending of supply line: textbooks, non-instructional supplies, etc. Collaborates closely with Director and Grants Accountant to manage communication with vendors.
11. Skillfully uses Microsoft Office and/or Google suite, including Excel/Sheets and Mail Merge, to build a variety of tracking and reporting systems. Improves systems and workflow.
12. Serves as liaison with maintenance staff. May open the site in the mornings.
13. Prepares general office correspondence.
14. Performs other duties as assigned.

**Qualifications**

**REQUIRED:** Associates degree with minimum of two years' experience. Proficiency in Microsoft Suite, data entry/management, strong organizational skills, attention to detail, and customer service.

**PREFERRED:** Experience working a in a diverse setting; bilingual preferred (Spanish, Portuguese, Arabic, Turkish, Vietnamese, or Russian preferred); previous experience with LACES or SMARTT databases.

**EQUIVALENCY STATEMENT:** Applicants who do not meet the qualifications as stated above are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position.

**Part-Time, Non-Benefited Position**

**Hours:** 18.5 hrs/week (Monday through Friday)
**Funding Source:** Grant
**Anticipated Start Date:** Sept. 7, 2021

**- All candidates must have legal authorization to work in the United States. HCC is not sponsoring H1B Visa.**

**- Pre-Employment Background check, including Criminal History will be conducted for all positions.**

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