BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Program Supervisor of Continuing Education

DEPARTMENT: Continuing Education/Academic Affairs

FUNCTION: Supervises and maintains registration entries and student and program records. Coordinates customer service activities and the orderly flow of secretarial and clerical assignments to meet deadlines and student requirements.

REPORTS TO: Dean of Continuing Education

SUPERVISES: May give work direction to support staff, part-time office employees and student aides but is not a formal supervisor

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Coordinates customer service activities and the orderly flow of secretarial and clerical assignments to meet deadlines and student requirements.
2. Monitors and maintains student databases, ensuring current, accurate, and comprehensive data is captured in a timely manner and compiles periodic reports; supervises the entry of second day attendance and the preparation of course files.
3. Oversees closeouts of cancelled courses, transfers, refunds, daily schedules, and withdrawals from the registration system.
4. Oversees the online registration process.
5. Supervises the preparation, storage, and disposition of course files, student records, and mainframe computer records in accordance with audit requirements.
6. Arranges the daily delivery of scheduled reports and catalog distribution to the main building, Evening Office and other campus locations.
7. Coordinates activities for work orders and securing supplies for the bookstore, mailroom, print shop, audio-visual and general consumable products.
8. Provides input in the development of policies and procedures related to registration and support staff needs.
9. Performs additional tasks or duties as assigned by the Dean of Continuing Education or other designated management.
MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic to intermediate proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor of Arts or Bachelor of Science Degree is required; business related subject area is preferred

Experience: Minimum of 2 years of experience in a college or agency setting in a service related position required; Community College experience is a plus

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: ____________________ Date: ____________
Name/Title

Approved by: ____________________ Date: ____________
Name/Title

Reviewed by: ____________________ Date: ____________
Human Resources

Board Approval: ____________________ Date: ____________
Board Member

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE