

# **GADSDEN STATE COMMUNITY COLLEGE**

# **SUPPORT PERSONNEL CLASSIFICATION MANUAL**



*Revised September 2023*

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## E SCHEDULE ADVANCEMENT POLICY

The College's Salary Schedule E Classification System and Criteria for Advancement includes requirements for each Salary Schedule E position and establishes guidelines for **moving from one level to another within the same job title**. **The deadline to apply for reclassification is June 15 each year.**

Employees must serve at the current salary level and grade for a minimum of three (3) years before being eligible for **advancement** in that position. All approved **advancements or reclassifications** will be effective the following salary/contract year.

The following procedure applies for lateral movement of employees when vacant positions are posted or when employees are assigned to other positions on the Salary Schedule E Classification System:

An employee considered for lateral movement to a position ***outside their assigned classification*** must meet all educational and experience requirements listed in the job description, and appropriate testing requirements will apply. Exceptions to this procedure should only apply if the President is reassigning personnel in compliance with Board Policy.

## RECLASSIFICATION PROCEDURES

1. Submit a complete packet by **June 15** including:
  - a. Salary Schedule "E" - Application for Reclassification. This form must be signed by the employee and immediate supervisor.
  - b. Transcript(s) documenting educational requirements.
  - c. Current resume documenting experience requirements.
  - d. Documentation of professional memberships, participation in workshops, seminars, etc.
  - e. Supervisor's letter of recommendation, which includes justification and describes how the employee demonstrates exceptional performance of duties and responsibilities.
  - f. Evaluation forms for the past two (2) years, indicating scores that meet expectations, with no major weaknesses, liabilities, or problems noted, and evidence of excellence in certain areas.
3. The applicant will be notified of any test(s) required for the requested reclassification. Tests will be given only after other criteria are met, and candidates will be notified of testing dates and times. Only scores from a controlled testing environment may be used; scores resulting from independent testing will not be considered. Test scores must be valid as of June 15. A 70% pass rate must be earned on each part of a test, except on keyboarding, where the net words-per-minute requirements are specified.
4. Appeals should be made in writing to the President within five (5) working days.

NOTE: As of the 2023-2024 Academic Year:

- The following job titles were moved from E3-05 to E4-05 due to a change in ACCS's E Salary Schedule: Assistant Accountants I, Media Technicians I, HVAC Technicians I, Electrical Technician I, Maintenance Technician I, Transcript Evaluator I, Skills Training Division Specialist I, Administrative Assistant I, Manager I, Facility Support Manager I, and Web Design/Social Media Specialist I. Each of these positions will be eligible to advance to E3-04 and E3-03 under the College's policy, just as they were permitted to do when E3-05 was a grade.
- The following job titles were moved from E4-06 to E5-06 due to a change in ACCS's E Salary Schedule: Library Specialist I, International Program Specialist I, Security Employee I, Mail Clerk I, and Clerk I. Each of these positions will be eligible to advance to E4-05 under the College's policy, just as they were permitted to do when E4-06 was a grade.
- The following job titles were moved from E5-07 to E5-06 due to a change in ACCS's E Salary Schedule: Custodial Employee I and Maintenance Employee I. The highest level that E5-07 could previously reach was E5-06. These employees were automatically advanced to their highest level at E5-06.

**ASSIGNMENT OF ADMINISTRATIVE ASSISTANT/CLERK CLASSIFICATIONS\***

<b>Salary Level</b>	<b>Supervisor</b>	<b>Classification</b>	<b>Grade</b>
E-1	President	Administrative Assistant IV/V	02/01
E-2	Dean-Level Supervisors	Administrative Assistant III/IV	03/02
E-3 / E-4	Some C1, C2, C3 and D Salary Supervisors	Administrative Assistant I, II, III	05/04/03
E-4 / E-5	Some C1, C2, C3, and D Salary Supervisors	Clerk I/II	06/05

\*This section provides general guidelines for placement, but placement may vary according to the level of duties and responsibilities assigned to the “E” Salary employee.

Revised 9/1/2023

Gadsden State Community College  
SALARY SCHEDULE "E"

September 2023

**CLASSIFICATION SYSTEM AND CRITERIA FOR ADVANCEMENT**

JOB #	JOB TITLE	LEVEL	GRADE	EXPERIENCE	EDUCATION		ADDITIONAL REQUIREMENTS
					YEARS	SEMESTER HOURS IN FIELD	
101	Assistant Accountant I	E-4	05	2 years	1	15 in related field	Typing – 30 nwpm Assistant Accountant Level I
102	Assistant Accountant II	E-3	04	5 years <sup>2</sup>	2	15 in related field	Typing – 30 nwpm Assistant Accountant Level II
103	Assistant Accountant III	E-3	03	8 years <sup>2</sup>	2	15 in related field	Typing – 40 nwpm Computer Level I
110	Accountant I	E-2	03	1 year	3	21 in related field	Typing – 40 nwpm Accountant Level I
111	Accountant II	E-2	02	4 years <sup>2</sup>	4	B.S. in Accounting or related field	Typing – 40 nwpm Accountant Level II
201	Library Specialist I	E-5	06	1 year (desirable)	2	15 in related field	Knowledge of library and office procedures
202	Library Specialist II	E-4	05	3 years <sup>2</sup>	2	15 in related field	Computer Level I
203	International Programs Specialist I	E-5	06	1 year (desirable)	2	A.S. Degree	Valid Driver's License
204	International Programs Specialist II	E-4	05	3 years <sup>2</sup>	2	A.S. Degree	Valid Driver's License Computer Level I
210	Media Technician I	E-4	05	1 year (desirable)	1 or equivalent	15 in related field	Knowledge of audiovisual equipment and digital media
211	Media Technician II	E-3	04	3 years <sup>2</sup>	2 or equivalent	15 in related field	Computer Level I
212	Media Technician III	E-3	03	6 years <sup>2</sup>	2 or equivalent	15 in related field	Computer Level II
301	Custodial Employee	E-5	06	1 year (desirable)	HS/GED (desirable)	N/A	Knowledge of materials, methods, equipment used in janitorial work
303	Maintenance Employee	E-5	06	1 year	HS/GED (desirable)	N/A	Knowledge of materials, methods, equipment used in building maintenance
310	HVAC Technician I	E-4	05	3 years	1	15 in HVAC or related field	Universal EPA Certification in Proper Refrigerant Usage

311	HVAC Technician II	E-3	04	6 years <sup>2</sup>	2	30 in HVAC or related field	Universal EPA Certification in Proper Refrigerant Usage 10 hours PD Activities <sup>3</sup>
312	HVAC Technician III	E-3	03	9 years <sup>2</sup>	2	30 in HVAC or related field	Universal EPA Certification in Proper Refrigerant Usage 10 hours PD Activities <sup>3</sup>
313	Electrical Technician I	E-4	05	3 years	HS/GED	N/A	City of Gadsden Journeyman Certification or State Masters Certification
314	Electrical Technician II	E-3	04	6 years <sup>2</sup>	HS/GED	15 in electricity or related field	City of Gadsden Journeyman Certification or State Masters Certification 10 hours PD Activities <sup>3</sup>
315	Electrical Technician III	E-3	03	9 years <sup>2</sup>	HS/GED	15 in electricity or related field	City of Gadsden Journeyman Certification or State Masters Certification 10 hours PD Activities <sup>3</sup>
320	Maintenance Technician I	E-4	05	3 years	HS/GED	N/A	Knowledge of general carpentry, building, electrical, mechanical trades Appropriate License/Certification
321	Maintenance Technician II	E-3	04	6 years <sup>2</sup>	HS/GED	15 in electricity/carpentry/cabinet-making, etc	Appropriate License/Certification 10 hours PD Activities <sup>3</sup>
322	Maintenance Technician III	E-3	03	9 years <sup>2</sup>	HS/GED	15 in electricity/carpentry/cabinet-making, etc	Appropriate License/Certification 10 hours PD Activities <sup>3</sup>
330	Supervisor – Building Maintenance I	E-2	03	3 years	2	15 in industrial maintenance or related field	Knowledge of materials, methods, practices used in building maintenance Appropriate License/Certification
331	Supervisor – Building Maintenance II	E-2	02	6 years <sup>2</sup>	3	21 in industrial maintenance or related field	Appropriate License/Certification 10 hours PD Activities <sup>3</sup>
334	Supervisor – Facility Maintenance I	E-1	02	3 years	2	15 in industrial maintenance or related field	Knowledge of materials, methods, practices used in maintenance and custodial services Appropriate License/Certification
335	Supervisor – Facility Maintenance II	E-1	01	6 years <sup>2</sup>	3	21 in industrial maintenance or related field	Appropriate License/Certification – 10 hours PD Activities <sup>3</sup>
340	Security Employee I	E-5	06	1 year	HS/GED	N/A	Knowledge of traffic regulations, rules of personal conduct. APOST Qualified in 6 months CDL in 1 year
341	Security Employee II	E-4	05	4 years <sup>2</sup>	1* OR Police Academy OR 10-yr. Officer	*15 in criminal justice or related field	Current APOST Qualified with Firearm – Current CDL

342	Police Officer I	E-3	04	1 year	HS/GED	N/A	Current APOST Certification Valid Alabama Driver's License
343	Police Officer II	E-3	03	3 years <sup>2</sup>	2	*21 in criminal justice or related	Current APOST Certification Valid Alabama Driver's License Current NCIC Certification /10 Hours PD
370	Mail Clerk I	E-5	06	1 year (desirable)	HS/GED	N/A	Valid Alabama Driver's License
371	Mail Clerk II	E-4	05	3 years <sup>2</sup>	HS/GED	N/A	Valid Alabama Driver's License 10 Hours PD Activities <sup>3</sup>
401	Clerk I	E-5	06	1 year (desirable)	HS/GED	15 in related field	Typing 30 nwpm Basic Office Procedures
402	Clerk II	E-4	05	3 years <sup>2</sup>	1	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I
410	Transcript Evaluator I	E-4	05	2 years	1	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I
411	Transcript Evaluator II	E-3	04	5 years <sup>2</sup>	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
412	Transcript Evaluator III	E-3	03	8 years <sup>2</sup>	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III
413	Skills Training Division Specialist I	E-4	05	2 years	1	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I
414	Skills Training Division Specialist II	E-3	04	5 years <sup>2</sup>	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
415	Skills Training Division Specialist III	E-3	03	8 years <sup>2</sup>	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III
420	Admissions & Records Specialist I	E-3	04	2 years	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
421	Admissions & Records Specialist II	E-3	03	5 years <sup>2</sup>	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III

430	Human Resources Assistant I	E-3	04	2 years	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
431	Human Resources Assistant II	E-3	03	5 years <sup>2</sup>	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III
501	Administrative Assistant I	E-4	05	2 years	1	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I
502	Administrative Assistant II	E-3	04	5 years <sup>2</sup>	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
503	Administrative Assistant III	E-3	03	8 years <sup>2</sup>	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III
510	Administrative Assistant III	E-2	03	5 years	2	15 in related field	Typing 50 nwpm Computer Level III Office Procedures III
511	Administrative Assistant IV	E-2	02	8 years <sup>2</sup>	3	21 in related field	Typing 50 nwpm Computer Level III Office Procedures IV
520	Administrative Assistant IV	E-1	02	7 years	3	21 in related field	Typing 50 nwpm Computer Level III Office Procedures IV
521	Administrative Assistant V	E-1	01	10 years <sup>2</sup>	4	B. S. Degree OR 128 with 30 in related field	Typing 60 nwpm Computer Level III Office Procedures IV
610	Manager I	E-4	05	3 years	2	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I
611	Manager II	E-3	04	6 years <sup>2</sup>	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
612	Manager III	E-3	03	9 years <sup>2</sup>	3	21 in related field	Typing 50 nwpm Computer Level III Office Procedures III
613	Facility Support Manager I	E-4	05	3 years	2	15 in related field	Typing 40 nwpm Computer Level I Office Procedures I

614	Facility Support Manager II	E-3	04	6 years <sup>2</sup>	2	15 in related field	Typing 40 nwpm Computer Level II Office Procedures II
615	Facility Support Manager III	E-3	03	9 years <sup>2</sup>	3	21 in related field	Typing 50 nwpm Computer Level III Office Procedures III
616	Theater/Facility Manager I	E-3	04	2 years	2	A.S. Degree	Knowledge of theater house, standard box office and theatrical equipment.
617	Theater/Facility Manager II	E-3	03	5 years <sup>2</sup>	3	21 in related field	10 Hours PD Activities <sup>3</sup>
620	Purchasing Agent I	E-2	03	2 years	2	15 in related field	Typing 40 nwpm Computer Level II
621	Purchasing Agent II	E-2	02	5 years <sup>2</sup>	4	B.S. Degree preferably in accounting or business	Typing 40 nwpm Computer Level III
625	Business Services Analyst I	E-2	03	3 years	2	15 in business, computer, or related field	Knowledge of construction, capital projects, insurance
626	Business Services Analyst II	E-2	02	6 years <sup>2</sup>	3	21 in business, computer, or related field	10 Hours PD Activities <sup>3</sup>
630	Work Based Learning Specialist I	E-2	03	3 years	2	15 in related field	Knowledge of career tech ed programs and co-op/apprenticeship curriculum
631	Work Based Learning Specialist II	E-2	02	6 years <sup>2</sup>	3	21 in related field	10 Hours PD Activities <sup>3</sup>
640	Court Reporting Technician I	E-3	04	2 years	2	15 in court reporting	Computer Level I
641	Court Reporting Technician II	E-3	03	5 years <sup>2</sup>	2	15 in court reporting	Computer Level II
650	Adult Education Instructional Specialist I	E-2	03	5 years	4	B.S. in Education or related field	Knowledge of Adult Education and AAESAP Program
651	Adult Education Instructional Specialist II	E-2	02	8 years <sup>2</sup>	4	B.S. in Education or related field	Teaching Certificate, MSSC and CPT Certification
680	Biology Lab Supervisor I	E-2	03	1 year	4	B.S. in Biology	Knowledge of Biology Lab Practicals
681	Biology Lab Supervisor II	E-2	02	4 years <sup>2</sup>	4	B.S. in Biology	10 Hours PD Activities <sup>3</sup>
690	Financial Aid Supervisor I	E-2	03	5 years	2	15 in related field	Knowledge of Financial Aid Programs and Regulations
691	Financial Aid Supervisor II	E-2	02	8 years <sup>2</sup>	3	21 in related field	10 Hours PD Activities <sup>3</sup>

695	Web Design/Social Media Specialist I	E-4	05	3 years* OR 5 years **	2* OR 2**	*15 in graphic design	Knowledge of MS Office Suite/Adobe Suite/HTML Language
696	Web Design/Social Media Specialist II	E-3	04	6 years <sup>2</sup>	2* OR 2**	*15 in graphic design	10 Hours PD Activities <sup>3</sup>
697	Web Design/Social Media Specialist III	E-3	03	9 years <sup>2</sup>	2* OR 2**	*15 in graphic design	10 Hours PD Activities <sup>3</sup>
722	Help Desk/Support Technician I	E-2	03	2 years (desirable)	2	A.S. in computer science, business, OAD, or related	Knowledge of MS Office Suite, Banner, Blackboard LMS
723	Help Desk/Support Technician II	E-2	02	3 years <sup>2</sup>	2	A.S. in computer science, business, OAD or related	10 Hours PD Activities <sup>3</sup> OR Appropriate CompTIA A+ OR ITIL certifications OR equivalent help desk related certification
730	Computer Systems Technician I	E-3	04	1 year	2 or equivalent	15 in computer science, electronics or related	Knowledge of MS Office Suite, Windows Software, etc.
731	Computer Systems Technician II	E-3	03	4 years <sup>2</sup>	2 or equivalent	18 in computer science, electronics or related	10 Hours PD Activities <sup>3</sup> OR Appropriate CompTIA A+ certifications OR equivalent help desk related certification
740	IT Technician/Communications System Assistant I	E-2	03	4 years	2 or equivalent	18 in computer science, electronics or related	Knowledge of appropriate software and systems applications
741	IT Technician/Communications System Assistant II	E-2	02	7 years <sup>2</sup>	2 or equivalent	18 in computer science, electronics or related	Appropriate CompTIA A+ Network OR Communications Certification(s)
760	Help Desk/LMS Support Specialist I	E-1	02	6 years	2 or equivalent	18 in computer science, electronics or related	Knowledge of appropriate software and systems applications
761	Help Desk/LMS Support Specialist II	E-1	01	9 years <sup>2</sup>	2 or equivalent	18 in computer science, electronics or related	Appropriate CompTIA A+ and ITIL certifications OR equivalent help desk related certification OR B.S. in IT related discipline

<sup>1</sup> 1 year = 32 semester hours  
2 years = 64 semester hours  
3 years = 96 semester hours  
4 years = 128 semester hours or Bachelor's Degree

<sup>2</sup> Includes 3 years' experience at lower grade

<sup>3</sup> 10 Hours Job Related Professional Development (PD) Activities in the last 3 years

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Assistant Accountant I	E-4	5	101

### **DEFINITION**

Employees in this class are responsible for the detailed operation of the bookkeeping processes.

Work involves maintaining control accounts, helping prepare special financial reports and statements, and performing with limited supervision the auditing of fiscal transactions and records. Employees work with some degree of independence but receive instructions and confer with supervisor on matters of policy and deviations from established procedures.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains student accounts receivable records such as posting payments and necessary adjustments.
- ◆ Maintains cash receipts records; credits receipts to proper accounts.
- ◆ Responsible for billing of accounts receivable and collecting of these accounts. Reconciles accounts to accounting records.
- ◆ Keeps accounts including control and subsidiary ledgers covering varied financial transactions; classifies and indexes all entries.
- ◆ Reconciles bills, requisitions, purchase orders and invoices; makes payments for various expenses.
- ◆ Participates in the preparation of monthly, semi-annual, and annual financial and expenditure reports; prepares special financial reports.
- ◆ Posts budgets on all funds for various departments.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Ability to perform detailed work with written or numerical data and to make mathematical calculations rapidly and accurately.
- ◆ Ability to prepare routine and proceduralized financial reports and statements.
- ◆ Knowledge of bookkeeping principles and practices.
- ◆ Knowledge of office procedures and familiarity with the use of standard office equipment.
- ◆ Effective oral and written communication skills.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Assistant Accountant I	E-4	5	101

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to keyboard at a minimum of *30 correct (net) words a minute*.
- ◆ Knowledge of written accounting (*Assistant Accountant Level I Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in a business-related area.
<b>Experience:</b>	Two (2) years of work experience in accounting/bookkeeping or a related area.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Assistant Accountant II	E-3	04	102

### DEFINITION

This is advanced bookkeeping and minor supervisory work in the maintenance of fiscal records.

Work involves maintaining complex control accounts, helping prepare more difficult special financial reports and statements, and performing independent auditing of fiscal transactions and records. May supervise other clerks engaged in a variety of bookkeeping and office duties. Employees work with considerable independence in the more technical aspects of the work but receive instructions and confer with supervisor on matters of policy and deviations from established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains student accounts receivable records such as posting payments and necessary adjustments.
- ◆ Maintains cash receipts records; credits receipts to proper accounts.
- ◆ Responsible for billing of accounts receivable and collecting of these accounts. Reconciles accounts to accounting records.
- ◆ Keeps accounts including control and subsidiary ledgers covering varied financial transactions; classifies and indexes all entries.
- ◆ Participates in the preparation of monthly, semi-annual, and annual financial and expenditure reports; prepares special financial reports.
- ◆ Maintains control records of receipts and expenditures; prepares operation and financial statements.
- ◆ Posts budgets on all funds for various departments.
- ◆ Advises, instructs, and trains new employees in the performance of bookkeeping duties.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to perform detailed work with written or numerical data and to make mathematical calculations rapidly and accurately.
- ◆ Ability to prepare routine and proceduralized financial reports and statements.
- ◆ Ability to plan, assign, review, and supervise the work of a small group of employees engaged in bookkeeping or clerical accounting operations.
- ◆ Knowledge of bookkeeping principles and practices.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Assistant Accountant II	E-3	04	102

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Knowledge of office procedures and familiarity with the use of standard office equipment.
- ◆ Effective oral and written communication skills.
- ◆ Ability to keyboard at a minimum of *30 correct (net) words a minute*.
- ◆ Knowledge of written accounting (*Assistant Accountant Level II Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in a business-related area.
<b>Experience:</b>	Five (5) years of work experience in accounting/bookkeeping or a related area, <i>with three (3) years of experience as Assistant Accountant I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Assistant Accountant III	E-3	03	103

### DEFINITION

This is advanced bookkeeping and moderate supervisory work in the maintenance of fiscal records.

Work involves maintaining complex control accounts, helping prepare more difficult special financial reports and statements, and performing independent audits of fiscal transactions and records. May supervise other clerks engaged in a variety of bookkeeping and office duties. Employees work with considerable independence in the more technical aspects of the work but receive instructions and confer with supervisor on matters of policy and deviations from established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains student accounts receivable records such as posting payments and necessary adjustments.
- ◆ Maintains cash receipts records; credits receipts to proper accounts.
- ◆ Responsible for billing of accounts receivable and collecting of these accounts. Reconciles accounts to accounting records.
- ◆ Keeps accounts including control and subsidiary ledgers covering varied financial transactions; classifies and indexes all entries.
- ◆ Participates in the preparation of monthly, semi-annual, and annual financial and expenditure reports; prepares special financial reports.
- ◆ Maintains control records of receipts and expenditures; prepares operation and financial statements.
- ◆ Posts budgets on all funds for various departments.
- ◆ Advises, instructs, and trains new employees in the performance of bookkeeping duties.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to perform detailed work with written or numerical data and to make mathematical calculations rapidly and accurately.
- ◆ Ability to prepare routine and proceduralized financial reports and statements.
- ◆ Ability to plan, assign, review, and supervise the work of a small group of employees engaged in bookkeeping or clerical accounting operations.
- ◆ Knowledge of bookkeeping principles and practices.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Assistant Accountant III	III	E-3	103

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Knowledge of office procedures and familiarity with the use of standard office equipment.
- ◆ Effective oral and written communication skills.
- ◆ Ability to keyboard at a minimum of 40 correct (net) words a minute for 3 minutes.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in a business-related area.
<b>Experience:</b>	Eight (8) years of work experience in accounting/bookkeeping or a related area, <i>with three (3) years experience as Assistant Accountant II.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Accountant I	E-2	03	110

### **DEFINITION**

This is accounting work of the beginning professional level in the maintenance or review of fiscal records.

Employees in this class perform professional accounting work according to established procedures and regulations. Work involves the keeping of accounting records, the preparation of accounting and fiscal reports, the maintenance of less complex control accounts, or the review of accounting reports. Employees work under general supervision, and instructions are usually given only when they begin new work or when new procedures are instituted. Employees exercise considerable independence of judgment in making decisions regarding interpretation of procedures and regulations, but unusual problems or matters affecting general policy are referred to a higher ranking employee.

### **EXAMPLES OF WORK PERFORMED**

(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)

- ◆ Posts accounting data to general ledger accounts from subsidiary reports and papers; takes trial balances and prepares routine financial reports; maintains expenditure and budgetary control accounts and prepares necessary reports of limited complexity relating to account status.
- ◆ Analyzes correspondence, audit and investigation reports, and other records for completeness and accuracy to determine sufficiency of information and compliance with federal and state laws; handles related correspondence by letter, telephone or e-mail.
- ◆ May supervise a small clerical unit keeping simple accounting records.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of accounting principles and methods and ability to apply and adapt established methods to varied accounting transactions.
- ◆ Ability to prepare completed and accurate accounting reports and statements of moderate difficulty.
- ◆ Ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately.
- ◆ Ability to interpret and adapt complex regulations relating to job.
- ◆ Ability to set priorities and complete work with minimum supervision.
- ◆ Effective oral and written communication skills.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Accountant I	E-2	03	110

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to keyboard at 40 correct (net) words a minute for 3 minutes.
- ◆ Knowledge of computerized accounting software (*Accountant Level I Exam*).
- ◆ Knowledge of current software and in-house computer programs.
- ◆ Ability to maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in a business-related area.
<b>Experience:</b>	One (1) year of work experience in accounting or a related area.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Accountant II	E-2	02	111

### **DEFINITION**

This is professional accounting work performed according to established procedures and regulations.

Work usually includes the more advanced accounting duties, calling for the application of professional accounting techniques to a variety of problems. Employees must exercise considerable judgment in allocating charges and credits to proper accounts and preparation of journal entries for unusual transactions. Work may include responsibility for giving technical advice to other accountants and accounting clerks in the performance of their work. Employees exercise considerable independence of judgment in making decisions regarding interpretation of procedures and regulations, but unusual problems or administrative matters affecting general policy are referred to a higher ranking administrative employee.

### **EXAMPLES OF WORK PERFORMED**

(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)

- ◆ Plans, directs, and supervises the work of accountants and accounting clerks responsible for the maintenance of fiscal records of a moderately complex accounting system.
- ◆ Inputs and posts accounting data to general ledger accounts from subsidiary records and other sources; takes trial balance and balances subsidiary records to control accounts; prepares financial reports.
- ◆ Assists in the development of new methods and procedures for the operation of accounting unit.
- ◆ Makes adjustment journal vouchers, verifying for correct application of accounting principles and for mathematical accuracy.
- ◆ Supervises the maintenance of expenditure and budgetary control accounts and prepares necessary reports.
- ◆ Conducts special surveys of institutional fiscal operations for use in preparing budgets or controlling expenditures; prepares reports of such surveys for a higher ranking administrative employee.
- ◆ Assists in preparation of annual budget; prepares reports for and advises department heads on budget balances available.
- ◆ Maintains records necessary for the determination and reporting of expenditures and fund balances.
- ◆ Operates a computer, scanner, or calculator as required.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Accountant II	E-2	02	111

### EXAMPLES OF WORK PERFORMED *(CONTINUED)*

- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of accounting principles and methods and ability to apply and adapt established methods to varied accounting transactions.
- ◆ Ability to prepare complete and accurate accounting reports and statements of moderate difficulty.
- ◆ Ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately.
- ◆ Ability to interpret and adapt complex regulations relating to job.
- ◆ Knowledge of office procedures and familiarity with the use of standard office equipment.
- ◆ Ability to set priorities and complete work with minimum supervision.
- ◆ Effective oral and written communication skills.
- ◆ Ability to keyboard at *40 correct (net) words a minute for 3 minutes*.
- ◆ Knowledge of computerized accounting software (*Accountant Level II Exam*).
- ◆ Ability to maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	B.S. degree with a major in accounting or related field.
<b>Experience:</b>	Four (4) years of work experience in accounting or a related area, <i>with three (3) years of experience as Accountant I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Library Specialist I	E-5	06	201

### **DEFINITION**

Employees in this class perform, under supervision, a variety of entry-level tasks related to the acquisition, preparation, circulation, and utilization of library materials and the installation, operation, maintenance, and utilization of assigned media equipment.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists at circulation desk, performing all duties related to circulation of materials.
- ◆ Handles checking in and checking out materials.
- ◆ Shelves materials and maintains systematized shelves of material.
- ◆ Processes and files periodicals, newspapers, etc.
- ◆ Assists in the preparation of periodicals for binding.
- ◆ Collects fines and payment for lost materials.
- ◆ Maintains files of lost or non-returned materials.
- ◆ Sends overdue notices and other correspondence relative to circulation.
- ◆ Operates computers and other library equipment as required.
- ◆ Provides assistance to library users.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of library/office methods and procedures and familiarity with the operation of standard office equipment.
- ◆ Ability to understand and follow simple oral and written instructions.
- ◆ Ability to learn to operate and make simple repairs to assigned media equipment.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to maintain effective working relationships with students, other employees, and the public.

JOB TITLE	LEVEL	GRADE	JOB. No.
Library Specialist I	E-5	06	201

### QUALIFICATIONS

<b>Education:</b>	Associate degree <i>required</i> .
<b>Experience:</b>	One (1) year of experience in a computerized office or library environment <i>desirable</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. No.
Library Specialist II	E-4	05	202

### DEFINITION

Employees in this class perform a variety of tasks related to the acquisition, preparation, and utilization of library materials and to the installation, operation, maintenance, and utilization of assigned media equipment.

Work normally involves the application of initiative and independent judgment, but in the more technical aspects of the work, the employee would confer with supervisor on matters of policy and deviations from established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists at circulation desk, performing all duties related to circulation of materials for students, Gadsden State Community College personnel, and citizens of the community.
- ◆ Handles checking in and checking out materials.
- ◆ Enters and maintains user data via the computer.
- ◆ Shelves materials and maintains systematized shelves of material.
- ◆ Processes and files periodicals, newspapers, etc.
- ◆ Assists in the preparation of periodicals for binding.
- ◆ Maintains files of lost or non-returned materials; sends overdue notices and other correspondence relative to the circulation of materials; collects fines and payment for lost materials.
- ◆ Assists in preparation of reports relative to acquisition and cataloging of materials.
- ◆ Operates computers and other library equipment as required.
- ◆ Assists users in accordance to the degree and depth of training and experience of employee.
- ◆ Maintains schedules for the Projection Room and the Library Conference Room.
- ◆ Laminates instructional materials.
- ◆ Duplicates audio tapes which support the instructional program.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of library/office methods and procedures and familiarity with the operation of standard office equipment.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to learn to operate and make simple repairs to assigned media equipment.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Library Specialist II	E-4	05	202

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Associate degree <i>required.</i>
<b>Experience:</b>	<i>Three (3) years of experience as Library Specialist I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
International Programs Specialist I	E-5	06	203

### DEFINITION

International Programs Specialist will assist with maintenance of student records, management of student insurance, planning and implementation of student field trips, activities and outings and daily operations of International Programs and Alabama Language Institute.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Work collaboratively with administrators, faculty, staff and community members to facilitate student engagement with campus and community.
- ◆ Serve as DSO and monitor international students' government regulation compliance, records and academic progress throughout student enrollment.
- ◆ Interface with external professional entities such as IIE/Open Doors to report data.
- ◆ Maintain division budgets, facilitate purchases, prepare financial reports, perform routine office duties, work with GSCC's appropriate offices on multiple issues, including, but not limited to, financial, health, insurance and visa related matters.
- ◆ Collaborate with director and division staff on programmatic and other student issues including travel, workshops, orientation, and emergencies, driving a college van as needed.
- ◆ Assist with online websites and platforms for recruitment and marketing.
- ◆ Communicate effectively and positively with prospective and current students via email, phone and face to face encounters.
- ◆ Assist with ESL placement testing for Alabama Language Institute and on-site TOEFL administration.
- ◆ Comply with all policies of the Alabama Community College System and the College.
- ◆ Perform related work as assigned by the supervisor specific to the division/position.

JOB TITLE	LEVEL	GRADE	JOB. NO.
International Programs Specialist I	E-5	06	203

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience working with international students preferred.
- ◆ Knowledge of social media and website maintenance preferred.
- ◆ Experience traveling and/or living in other cultures preferred.
- ◆ Valid Driver's License.

### QUALIFICATIONS

<b>Education:</b>	Associate degree <i>required</i> .
<b>Experience:</b>	One (1) year of experience working with international students is <i>desirable</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic; cultural sensitivity.

JOB TITLE	LEVEL	GRADE	JOB. NO.
International Programs Specialist II	E-4	05	204

### DEFINITION

International Programs Specialist will assist with maintenance of student records, management of student insurance, planning and implementation of student field trips, activities and outings and daily operations of International Programs and Alabama Language Institute.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Work collaboratively with administrators, faculty, staff and community members to facilitate student engagement with campus and community.
- ◆ Serve as DSO and monitor international students' government regulation compliance, records and academic progress throughout student enrollment.
- ◆ Interface with external professional entities such as IIE/Open Doors to report data.
- ◆ Maintain division budgets, facilitate purchases, prepare financial reports, perform routine office duties, work with GSCC's appropriate offices on multiple issues, including, but not limited to, financial, health, insurance and visa related matters.
- ◆ Collaborate with director and division staff on programmatic and other student issues including travel, workshops, orientation, and emergencies, driving a college van as needed.
- ◆ Assist with online websites and platforms for recruitment and marketing.
- ◆ Communicate effectively and positively with prospective and current students via email, phone and face to face encounters.
- ◆ Assist with ESL placement testing for Alabama Language Institute and on-site TOEFL administration.
- ◆ Comply with all policies of the Alabama Community College System and the College.
- ◆ Perform related work as assigned by the supervisor specific to the division/position.

JOB TITLE	LEVEL	GRADE	JOB. NO.
International Programs Specialist II	E-4	05	204

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience working with international students preferred.
- ◆ Knowledge of social media and website maintenance preferred.
- ◆ Experience traveling and/or living in other cultures preferred.
- ◆ Valid Driver's License.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).

### QUALIFICATIONS

<b>Education:</b>	Associate degree <b><i>required.</i></b>
<b>Experience:</b>	<i>Three (3) years of experience as International Programs Specialist I</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic; cultural sensitivity.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Media Technician I	E-4	05	210

### DEFINITION

The primary responsibilities of employees in this class fall into three major categories: (1) scheduling and utilization of audiovisual materials and equipment, (2) media production/ reproduction, on a limited basis, and (3) operation of the Duplication Center.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains inventory of all audiovisual and duplication materials, equipment, and supplies.
- ◆ Operates a computer and various types of media equipment.
- ◆ Assists as needed with preparing marketing materials, participating in outreach functions, and others.
- ◆ Assists faculty and students with basic tasks related to the learning management system, online courses, and/or instructional materials.
- ◆ Assists the college community with recording and/or creating digital videos or instructional content.
- ◆ Supports the TLC Director and Instructional Designer with the creation of digital media in a variety of formats.
- ◆ Supports the TLC Director and staff with the execution of training and professional development programs for faculty.
- ◆ Assists the TLC Director, faculty, staff, and students with basic tasks related to multimedia authoring tools and educational technologies including, but not limited to, the Blackboard learning management system, Ilos lecture capture platform, Respondus LockDown Browser software, etc.
- ◆ Acts as liaison between the Teaching & Learning Center and rest of the institution in the coordination and planning of training and professional development programs.
- ◆ Learns new software applications as needed.
- ◆ Obtains, gathers, and organizes essential data as needed and compiles the data in a usable form.
- ◆ Manages and documents TLC technology and materials loaned to instructors for instruction.
- ◆ Performs clerical duties for the TLC and Library as needed.
- ◆ Proctors tests and/or assists students in distance education courses as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Media Technician I	E-3	05	210

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of audiovisual/duplication equipment and digital media.
- ◆ Ability to maintain and make minor repairs to audiovisual equipment.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to maintain accurate records of supplies and materials.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education*:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in a related field.
<b>Experience*:</b>	<p>One (1) year of experience in the use of audiovisual and duplication equipment is <i>desirable</i>.</p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Media Technician II	E-3	04	211

## DEFINITION

The primary responsibilities of employees in this class fall into four major categories: (1) scheduling and utilization of audiovisual materials and equipment, (2) media production/ reproduction, on a limited basis, (3) operation of the Duplication Center, and (4) operating all types of audiovisual equipment.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains inventory of all audiovisual and duplication materials, equipment, and supplies.
- ◆ Operates a computer and various types of media equipment.
- ◆ Assists as needed with preparing marketing materials, participating in outreach functions, and others.
- ◆ Assists faculty and students with basic tasks related to the learning management system, online courses, and/or instructional materials.
- ◆ Assists the college community with recording and/or creating digital videos or instructional content.
- ◆ Supports the TLC Director and Instructional Designer with the creation of digital media in a variety of formats.
- ◆ Supports the TLC Director and staff with the execution of training and professional development programs for faculty.
- ◆ Assists the TLC Director, faculty, staff, and students with basic tasks related to multimedia authoring tools and educational technologies including, but not limited to, the Blackboard learning management system, Ilos lecture capture platform, Respondus LockDown Browser software, etc.
- ◆ Acts as liaison between the Teaching & Learning Center and rest of the institution in the coordination and planning of training and professional development programs.
- ◆ Learns new software applications as needed.
- ◆ Obtains, gathers, and organizes essential data as needed and compiles the data in a usable form.
- ◆ Manages and documents TLC technology and materials loaned to instructors for instruction.
- ◆ Performs clerical duties for the TLC and Library as needed.
- ◆ Proctors tests and/or assists students in distance education courses as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of audiovisual/duplication equipment and digital media.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Ability to maintain and make minor repairs to audiovisual equipment.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to maintain accurate records of supplies and materials.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to schedule work with a minimum of supervision.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

## QUALIFICATIONS

<b>Education*:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in a related field.
<b>Experience*:</b>	<p><i>Three (3) years of experience as Media Technician I.</i></p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Media Technician III	E-3	03	212

### **DEFINITION**

The primary responsibilities of employees in this class fall into four major categories: (1) scheduling and utilization of audiovisual materials and equipment, (2) media production/ reproduction, on a limited basis, (3) operation of the Duplication Center, and (4) operating all types of audiovisual equipment.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Maintains inventory of all audiovisual and duplication materials, equipment, and supplies.
- ◆ Operates a computer and various types of media equipment.
- ◆ Assists as needed with preparing marketing materials, participating in outreach functions, and others.
- ◆ Assists faculty and students with basic tasks related to the learning management system, online courses, and/or instructional materials.
- ◆ Assists the college community with recording and/or creating digital videos or instructional content.
- ◆ Supports the TLC Director and Instructional Designer with the creation of digital media in a variety of formats.
- ◆ Supports the TLC Director and staff with the execution of training and professional development programs for faculty.
- ◆ Assists the TLC Director, faculty, staff, and students with basic tasks related to multimedia authoring tools and educational technologies including, but not limited to, the Blackboard learning management system, Ilos lecture capture platform, Respondus LockDown Browser software, etc.
- ◆ Acts as liaison between the Teaching & Learning Center and rest of the institution in the coordination and planning of training and professional development programs.
- ◆ Learns new software applications as needed.
- ◆ Obtains, gathers, and organizes essential data as needed and compiles the data in a usable form.
- ◆ Manages and documents TLC technology and materials loaned to instructors for instruction.
- ◆ Performs clerical duties for the TLC and Library as needed.
- ◆ Proctors tests and/or assists students in distance education courses as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of audiovisual/duplication equipment and digital media.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet software (*Computer Level II Exam*).
- ◆ Ability to maintain and make minor repairs to audiovisual equipment.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to maintain accurate records of supplies and materials.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to schedule work with a minimum of supervision.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

## QUALIFICATIONS

<b>Education*:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in a related field.
<b>Experience*:</b>	<p>Six (6) years of experience in the use of audiovisual and duplication equipment, <i>with three (3) years of experience as Media Technician II.</i></p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Custodial Employee	E-5	06	301

### **DEFINITION**

This is manual work involving the custodial care of institutional buildings and premises.

Employees in this class perform cleaning in institutional buildings. Work involves the use of proper methods and materials in cleaning and otherwise caring for the buildings and equipment. Employees work under close supervision, or work follows a well-established routine.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Scrubs, mops, waxes, and polishes floors; dusts and polishes furniture; washes windows, woodwork, toilets, washrooms, and fixtures.
- ◆ Maintains stockroom for storing equipment and cleaning materials.
- ◆ Directs persons to and answers inquiries about the location of buildings and properties; carries messages, and runs errands.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of materials, methods, and equipment used in janitorial work.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Sufficient physical strength to perform a variety of routine manual tasks in the cleaning of buildings and equipment; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### **QUALIFICATIONS**

<b>Education:</b>	Graduation from high school or GED certificate is <i>desirable</i> .
<b>Experience:</b>	One (1) year of experience in janitorial work or related work is <i>desirable</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Employee	E-5	06	303

### DEFINITION

This is manual work involving the maintenance of institutional buildings and premises.

Employees in this class perform maintenance work in institutional buildings. Work involves the use of proper methods and materials in maintenance and otherwise caring for the buildings and equipment. Employees work under close supervision, or work follows a well established routine.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Opens blocked drains, repairs faucets, and helps craftsman with HVAC/electrical and plumbing.
- ◆ Replaces burned out light bulbs; cleans and replaces air conditioning filters, assists in making repairs to buildings and equipment.
- ◆ Maintains stockroom for storing equipment and cleaning materials.
- ◆ Directs persons to and answers inquiries about the location of buildings and properties; carries messages, and runs errands.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of materials, methods, and equipment used in maintenance of buildings.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Sufficient physical strength to perform a variety of routine manual tasks in the maintenance of buildings and equipment; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Employee	E-5	06	303

### QUALIFICATIONS

<b>Education:</b>	Graduation from high school or GED certificate is <i>desirable</i> .
<b>Experience:</b>	One (1) year of experience in maintenance or related work <i>required</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician I	E-4	05	310

### DEFINITION

This is certified HVAC installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of HVAC systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of HVAC electrical circuits, which includes the installation, alteration, maintenance, and repair of HVAC electrical systems, equipment, and fixtures.

Work involves major HVAC repair and maintenance of HVAC systems which are carried out with limited supervision, or more advanced work assisting a supervisor or HVAC vendor. Work also involves minor electrical repair jobs of a routine nature which are carried out with only general supervision, or more advanced work assisting a journeyman or supervisor.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Performs HVAC repairs and maintenance necessary to ensure safe and continuous operation of HVAC support systems.
- ◆ Installs and repairs HVAC air distribution systems, air handlers, and periodically changes filters in air handlers and air conditioning units.
- ◆ Inspects HVAC systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of HVAC systems and equipment for safe and proper operation.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Assists electrician in installing and repairing HVAC electrical services and disconnects.
- ◆ Performs maintenance on electric motors; repairs, oils, adjusts, and cares for electrical motors.
- ◆ Inspects HVAC electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of HVAC electrical systems and equipment for safe and proper operations.
- ◆ Properly installs and disposes of refrigerant in HVAC systems as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician I	E-4	05	310

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of the methods, materials, tools, and practices used in the HVAC trade.
- ◆ Knowledge of the occupational hazards and safety precautions of the HVAC trade.
- ◆ Ability to use and maintain the tools and equipment of the HVAC trade.
- ◆ Skill in the care and use of the standard tools and equipment of the HVAC trade.
- ◆ Considerable working knowledge of the principles and theory of HVAC.
- ◆ Considerable working knowledge of the installation, use, and disposal of refrigerant.
- ◆ Knowledge of the applicable HVAC standards and codes.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of HVAC equipment and systems.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in HVAC or related course work. Universal EPA Certification in Proper Refrigerant Usage. State of Alabama HVAC Certification required within one (1) year of initial employment.
<b>Experience:</b>	Three (3) years of experience in servicing, troubleshooting, and installing HVAC equipment.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician II	E-3	04	311

### DEFINITION

This is skilled and certified HVAC installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of HVAC systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of HVAC electrical circuits, which includes the installation, alteration, maintenance, and repair of HVAC electrical systems, equipment, and fixtures.

Employees in this class are responsible for supervising a crew performing a wide variety of skilled tasks on heavy pieces of HVAC equipment. Instructions relating to work assignments may be oral or written and may be accompanied by sketches and blueprints. Work is assigned by a technical supervisor and is ordinarily checked by observation of the performance of the equipment installed, repaired, or maintained.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Directs and performs HVAC repairs and maintenance necessary to ensure safe and continuous operation of HVAC support systems.
- ◆ Installs and repairs HVAC air handlers.
- ◆ Inspects HVAC systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of HVAC systems and equipment for safe and proper operation.
- ◆ Properly installs and disposes of refrigerant as needed.
- ◆ Inspects HVAC electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of HVAC electrical systems and equipment for safe and proper operations.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician II	E-3	04	311

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of the standard tools, materials, methods, and practices of the HVAC trade.
- ◆ Considerable working knowledge of the principles and theory of HVAC.
- ◆ Considerable working knowledge of the installation, use, and disposal of refrigerant in HVAC systems.
- ◆ Knowledge of the applicable HVAC standards and codes.
- ◆ Skill in the care and use of the standard tools, equipment, and testing devices of the HVAC trade.
- ◆ Ability to lead co-workers for the purpose of accomplishing a given task.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of HVAC equipment or HVAC electrical equipment and systems.
- ◆ Ability to interpret and work from technical sketches, schematics, and blueprints.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 30 semester hours in HVAC or related course work. Universal EPA Certification in Proper Refrigerant Usage. State of Alabama HVAC Certification. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Six (6) years of experience in servicing, troubleshooting, and installing HVAC equipment, <i>with three (3) years of experience as Heating, Ventilating, and Air Conditioning (HVAC) Technician I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician III	E-3	03	312

### DEFINITION

This is skilled and certified HVAC installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of HVAC systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of HVAC electrical circuits, which includes the installation, alteration, maintenance, and repair of HVAC electrical systems, equipment, and fixtures.

Employees in this class are responsible for supervising a crew performing a wide variety of skilled tasks on heavy pieces of HVAC equipment. Instructions relating to work assignments may be oral or written and may be accompanied by sketches and blueprints. Work is assigned by a technical supervisor and is ordinarily checked by observation of the performance of the equipment installed, repaired, or maintained.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Directs and performs HVAC repairs and maintenance necessary to ensure safe and continuous operation of HVAC support systems.
- ◆ Installs and repairs HVAC air handlers.
- ◆ Inspects HVAC systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of HVAC systems and equipment for safe and proper operation.
- ◆ Properly installs and disposes of refrigerant as needed.
- ◆ Inspects HVAC electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of HVAC electrical systems and equipment for safe and proper operations.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Heating, Ventilating, and Air Conditioning (HVAC) Technician III	E-3	03	312

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of the standard tools, materials, methods, and practices of the HVAC trade.
- ◆ Considerable working knowledge of the principles and theory of HVAC.
- ◆ Considerable working knowledge of the installation, use, and disposal of refrigerant in HVAC systems. Knowledge of the applicable HVAC standards and codes.
- ◆ Skill in the care and use of the standard tools, equipment, and testing devices of the HVAC trade.
- ◆ Ability to lead co-workers for the purpose of accomplishing a given task.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of HVAC equipment or HVAC electrical equipment and systems.
- ◆ Ability to interpret and work from technical sketches, schematics, and blueprints.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 30 semester hours in HVAC or related course work. Universal EPA Certification in Proper Refrigerant Usage. State of Alabama HVAC Certification. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Nine (9) years of experience in servicing, troubleshooting, and installing HVAC equipment, <i>with three (3) years of experience as Heating, Ventilating, and Air Conditioning (HVAC) Technician II.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Electrical Technician I	E-4	05	313

### **DEFINITION**

This is certified electrical installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of electrical systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of electrical circuits, which includes the installation, alteration, maintenance, and repair of all electrical systems, equipment, and fixtures.

Work involves major electrical repair and maintenance of electrical systems which are carried out with limited supervision, or more advanced work assisting a supervisor.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Performs electrical repairs and maintenance necessary to ensure safe and continuous operation of support systems.
- ◆ Installs and repairs conduit, wiring, etc.
- ◆ Inspects electrical systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of electrical systems and equipment for safe and proper operation.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Assists HVAC technician in installing and repairing HVAC electrical services and disconnects.
- ◆ Performs maintenance on electric motors; repairs, oils, adjusts, and cares for electrical motors.
- ◆ Inspects HVAC electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of HVAC electrical systems and equipment for safe and proper operations.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Electrical Technician I	E-4	05	313

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of the methods, materials, tools, and practices used in the electrical trade.
- ◆ Knowledge of the occupational hazards and safety precautions of the electrical trade.
- ◆ Ability to use and maintain the tools and equipment of the electrical trade.
- ◆ Skill in the care and use of the standard tools and equipment of the electrical trade.
- ◆ Considerable working knowledge of the principles and theory of the electrical trade.
- ◆ Knowledge of the applicable electrical standards and codes.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of electrical equipment and systems.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Graduation from high school or GED certificate City of Gadsden Journeyman Certification or State Masters Certification.
<b>Experience:</b>	Three (3) years of experience in servicing, troubleshooting, and installing electrical equipment.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Electrical Technician II	E-3	04	314

### DEFINITION

This is skilled and certified electrical installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of electrical systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of electrical circuits, which includes the installation, alteration, maintenance, and repair of electrical systems, equipment, and fixtures.

Employees in this class are responsible for supervising a crew performing a wide variety of skilled tasks on electrical equipment. Instructions relating to work assignments may be oral or written and may be accompanied by sketches and blueprints. Work is assigned by a technical supervisor and is ordinarily checked by observation of the performance of the equipment installed, repaired, or maintained.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Directs and performs electrical repairs and maintenance necessary to ensure safe and continuous operation of support systems.
- ◆ Inspects electrical systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of electrical systems and equipment for safe and proper operation.
- ◆ Inspects electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of electrical systems and equipment for safe and proper operations.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Electrical Technician II	E-3	04	314

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of the standard tools, materials, methods, and practices of the electrical trade.
- ◆ Considerable working knowledge of the principles and theory of the electrical trade.
- ◆ Knowledge of the applicable electrical standards and codes.
- ◆ Skill in the care and use of the standard tools, equipment, and testing devices of the electrical trade.
- ◆ Ability to lead co-workers for the purpose of accomplishing a given task.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of electrical equipment and systems.
- ◆ Ability to interpret and work from technical sketches, schematics, and blueprints.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	<p>Graduation from high school or GED certificate plus a minimum of 15 semester hours of postsecondary education in electrical or related course work</p> <p>City of Gadsden Journeyman Certification or State Masters Certification.</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<p>Six (6) years of experience in servicing, troubleshooting, and installing electrical equipment, <i>with three (3) years of experience as Electrical Technician I.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

JOB TITLE	LEVEL	GRADE	JOB. NO.
Electrical Technician III	E-3	03	315

### DEFINITION

This is skilled and certified electrical installation, maintenance, and repair work, which involves the installation, alteration, maintenance, and repair of electrical systems, equipment, and fixtures. This also includes diagnosis, repair, and maintenance of electrical circuits, which includes the installation, alteration, maintenance, and repair of electrical systems, equipment, and fixtures.

Employees in this class are responsible for supervising a crew performing a wide variety of skilled tasks on electrical equipment. Instructions relating to work assignments may be oral or written and may be accompanied by sketches and blueprints. Work is assigned by a technical supervisor and is ordinarily checked by observation of the performance of the equipment installed, repaired, or maintained.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Directs and performs electrical repairs and maintenance necessary to ensure safe and continuous operation of support systems.
- ◆ Inspects electrical systems for malfunctions and diagnoses problems using test instruments; periodically checks operation of electrical systems and equipment for safe and proper operation.
- ◆ Inspects electrical malfunctions and diagnoses problems using appropriate test instruments; periodically checks operation of electrical systems and equipment for safe and proper operations.
- ◆ Requisitions parts and materials needed to make repairs and maintains inventory of spare parts.
- ◆ Completes daily maintenance logs and work reports indicating time and materials used.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Electrical Technician III	E-3	03	315

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of the standard tools, materials, methods, and practices of the electrical trade.
- ◆ Considerable working knowledge of the principles and theory of the electrical trade.
- ◆ Knowledge of the applicable electrical standards and codes.
- ◆ Skill in the care and use of the standard tools, equipment, and testing devices of the electrical trade.
- ◆ Ability to lead co-workers for the purpose of accomplishing a given task.
- ◆ Ability to install, alter, repair, maintain, and locate defects in a variety of electrical equipment and systems.
- ◆ Ability to interpret and work from technical sketches, schematics, and blueprints.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	<p>Graduation from high school or GED certificate plus a minimum of 15 semester hours of postsecondary education in electrical or related course work</p> <p>City of Gadsden Journeyman Certification or State Masters Certification.</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<p>Nine (9) years of experience in servicing, troubleshooting, and installing electrical equipment, <i>with three (3) years of experience as Electrical Technician II.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Technician I	E-4	05	320

### DEFINITION

This is manual work involving the repair, maintenance, and renovation of institutional buildings and premises. Employees in this class perform repairs, maintenance, and light renovation to buildings and other structures. Work involves using hand tools, tractor, backhoe, and other equipment. Employees must accomplish assignments with only general supervision.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ General carpentry, light electrical, light plumbing in remodeling existing facilities. Uses hand tools and carpentry tools to remodel/renovate.
- ◆ Makes repairs to floors and drywall; repairs broken windows and sash weights; repairs doors and locks.
- ◆ Assists in painting buildings, rooms, walls, or other surfaces as assigned.
- ◆ Operates on occasion, such light equipment as forklifts, trucks, jack hammers, and loading equipment as may be provided to aid job accomplishment in accordance with the employee's competence.
- ◆ Makes minor repairs and services autos, trucks, tractors, mowers, and other equipment.
- ◆ Uses tractor as necessary.
- ◆ Runs cable, inspects roofs, patches roof leaks.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of general carpentry and building repair.
- ◆ Knowledge of the methods, materials, tools, and practices used in building, electrical or mechanical trades.
- ◆ Knowledge of drywall work and application of vinyl siding.
- ◆ Ability to use and maintain the tools and equipment of the trades involved.
- ◆ Ability to understand and follow oral and written instructions. Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Maintenance Technician I	E-4	05	320

### **QUALIFICATIONS**

<b>Education:</b>	Graduation from high school or GED certificate. License in specific fields (i.e., contracting, plumbing, etc.) will be required for certain positions.
<b>Experience:</b>	Three (3) years of experience in general maintenance work involving the building, electrical, or mechanical trades.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Technician II	E-3	04	321

### DEFINITION

This is manual work involving the repair, maintenance, and renovation of institutional buildings and premises. Employees in this class perform repairs, maintenance, and light renovation to buildings and other structures. Work involves using hand tools, tractor, backhoe, and other equipment. Employees must accomplish assignments with only general supervision.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ General carpentry, light electrical, light plumbing in remodeling existing facilities. Uses hand tools and carpentry tools to remodel/renovate.
- ◆ Makes repairs to floors and drywall; repairs broken windows and sash weights; repairs doors and locks.
- ◆ Assists in painting buildings, rooms, walls, or other surfaces as assigned.
- ◆ Operates on occasion, such light equipment as forklifts, trucks, jack hammers, and loading equipment as may be provided to aid job accomplishment in accordance with the employee's competence.
- ◆ Makes minor repairs and services autos, trucks, tractors, mowers, and other equipment.
- ◆ Uses tractor as necessary.
- ◆ Runs cable, inspects roofs, patches roof leaks.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Technician II	E-3	04	321

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of general carpentry and building repair.
- ◆ Knowledge of the methods, materials, tools, and practices used in building, electrical or mechanical trades.
- ◆ Knowledge of drywall work and application of vinyl siding.
- ◆ Ability to use and maintain the tools and equipment of the trades involved.
- ◆ Ability to understand and follow oral and written instructions. Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Graduation from high school or GED certificate plus a minimum of 15 semester hours of postsecondary education in electricity, carpentry, cabinetmaking, or other related field. License in specific fields (i.e., contracting, plumbing, etc.) will be required for certain positions. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Six (6) years of experience in general maintenance work involving the building, electrical, or mechanical trades, <i>with three (3) years of experience as Maintenance Technician I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Maintenance Technician III	E-3	03	322

## DEFINITION

This is manual work involving the repair, maintenance, and renovation of institutional buildings and premises. Employees in this class perform repairs, maintenance, and light renovation to buildings and other structures. Work involves using hand tools, tractor, backhoe, and other equipment. Employees must accomplish assignments with only general supervision.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ General carpentry, light electrical, light plumbing in remodeling existing facilities. Uses hand tools and carpentry tools to remodel/renovate.
- ◆ Makes repairs to floors and drywall; repairs broken windows and sash weights; repairs doors and locks.
- ◆ Assists in painting buildings, rooms, walls, or other surfaces as assigned.
- ◆ Operates on occasion, such light equipment as forklifts, trucks, jack hammers, and loading equipment as may be provided to aid job accomplishment in accordance with the employee's competence.
- ◆ Makes minor repairs and services autos, trucks, tractors, mowers, and other equipment.
- ◆ Uses tractor as necessary.
- ◆ Runs cable, inspects roofs, patches roof leaks.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of general carpentry and building repair.
- ◆ Knowledge of the methods, materials, tools, and practices used in building, electrical or mechanical trades.
- ◆ Knowledge of drywall work and application of vinyl siding.
- ◆ Ability to use and maintain the tools and equipment of the trades involved.
- ◆ Ability to understand and follow oral and written instructions. Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

<i><b>JOB TITLE</b></i>	<i><b>LEVEL</b></i>	<i><b>GRADE</b></i>	<i><b>JOB. NO.</b></i>
Maintenance Technician III	E-3	03	322

### **QUALIFICATIONS**

<b>Education:</b>	<p>Graduation from high school or GED certificate plus a minimum of 15 semester hours of postsecondary education in electricity, carpentry, cabinetmaking, or other related field.</p> <p>License in specific fields (i.e., contracting, plumbing, etc.) will be required for certain positions.</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<p>Nine (9) years of experience in general maintenance work involving the building, electrical, or mechanical trades, <i>with three (3) years of experience as Maintenance Technician II.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Building Maintenance I	E-2	03	330

### DEFINITION

This is administrative maintenance work coordinating institutional building maintenance.

The employee in this class is responsible for coordinating the daily buildings services of the institution. Work includes daily inspections of activities, rescheduling work crews to meet varying conditions and initiating requests for equipment and supplies. Work is performed under direct supervision of the Director of Physical Plant. Performance is evaluated through daily inspections, personal meetings, and written reports.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Supervises maintenance personnel engaged in such duties as repair and/or replacement of HVAC, electrical, and plumbing equipment.
- ◆ Makes minor repairs, and otherwise keeps buildings, equipment, and premises in an orderly condition; participates in these tasks on a relief basis.
- ◆ Requisitions maintenance supplies, distributes supplies to personnel, and checks the use of supplies and equipment.
- ◆ Reviews schedules to assure adequate coverage; revises schedules to meet changing conditions.
- ◆ Reviews maintenance activities and inspects work for effectiveness.
- ◆ Reschedules work to carry out priorities as determined by the Director of Physical Plant.
- ◆ Reviews maintenance activities and sees that work is performed according to instructions.
- ◆ Coordinates all maintenance activities with the Director of Physical Plant.
- ◆ Holds regular meetings with maintenance personnel to discuss procedures for improving institutional maintenance.
- ◆ Maintains records of supplies and materials.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Building Maintenance I	E-2	03	330

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of materials, methods, and practices used in maintenance operations.
- ◆ Working knowledge of the methods and equipment used in building maintenance.
- ◆ Ability to assign and supervise a medium-sized group of maintenance employees, and to train and instruct employees.
- ◆ Ability to understand and follow oral and written instructions and to keep simple records and make reports.
- ◆ Ability to establish and maintain effective working relationships with maintenance crews and management of the institution.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of Postsecondary education with a minimum of 15 semester hours in Industrial Maintenance Technology or a related field. Appropriate license/certification.
<b>Experience:</b>	Three (3) years of experience in industrial maintenance area and should possess leadership abilities and/or course work in management skills.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Building Maintenance II	E-2	02	331

### DEFINITION

This is administrative maintenance work coordinating institutional building maintenance.

The employee in this class is responsible for coordinating the daily buildings services of the institution. Work includes daily inspections of activities, rescheduling work crews to meet varying conditions and initiating requests for equipment and supplies. Work is performed under direct supervision of the Director of Physical Plant. Performance is evaluated through daily inspections, personal meetings, and written reports.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Supervises maintenance personnel engaged in such duties as repair and/or replacement of HVAC, electrical, and plumbing equipment.
- ◆ Makes minor repairs, and otherwise keeps buildings, equipment, and premises in an orderly condition; participates in these tasks on a relief basis.
- ◆ Requisitions maintenance supplies, distributes supplies to personnel, and checks the use of supplies and equipment.
- ◆ Reviews schedules to assure adequate coverage; revises schedules to meet changing conditions.
- ◆ Reviews maintenance activities and inspects work for effectiveness.
- ◆ Reschedules work to carry out priorities as determined by the Director of Physical Plant.
- ◆ Reviews maintenance activities and sees that work is performed according to instructions.
- ◆ Coordinates all maintenance activities with the Director of Physical Plant.
- ◆ Holds regular meetings with maintenance personnel to discuss procedures for improving institutional maintenance.
- ◆ Maintains records of supplies and materials.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Building Maintenance II	E-2	02	331

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Considerable knowledge of materials, methods, and practices used in maintenance operations.
- ◆ Ability to make major repairs on building fixtures and equipment.
- ◆ Working knowledge of the methods and equipment used in building maintenance.
- ◆ Ability to assign and supervise a medium-sized group of maintenance employees and to train and instruct employees.
- ◆ Ability to understand and follow oral and written instructions and to keep simple records and make reports.
- ◆ Ability to establish and maintain effective working relationships with maintenance crews and management of the institution.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of Postsecondary education with a minimum of 21 semester hours in Industrial Maintenance Technology or a related field. Appropriate license/certification. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Six (6) years of experience in industrial maintenance area with at least three (3) years in a supervisory capacity; <i>with three (3) years of experience as Supervisor--Building Maintenance I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Facility Maintenance I	E-1	02	334

### DEFINITION

This is administrative maintenance work coordinating institutional building maintenance and custodial services.

The employee in this class is responsible for coordinating the daily buildings services of the institution. Work includes daily inspections of activities, rescheduling work crews to meet varying conditions, and initiating requests for equipment and supplies. Work is performed under direct supervision of the Director of Physical Plant. Performance is evaluated through daily inspections, personal meetings, and written reports.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Supervises maintenance and custodial personnel.
- ◆ Makes minor repairs, and otherwise keeps buildings, equipment, and premises in an orderly condition; participates in these tasks on a relief basis.
- ◆ Requisitions supplies, distributes supplies to personnel, and checks the use of supplies and equipment.
- ◆ Reviews schedules to assure adequate coverage; revises schedules to meet changing conditions.
- ◆ Reviews maintenance and custodial activities and inspects work for effectiveness.
- ◆ Reschedules work to carry out priorities as determined by the Director of Physical Plant.
- ◆ Reviews maintenance and custodial activities and sees that work is performed according to instructions.
- ◆ Coordinates all maintenance and custodial activities with the Director of Physical Plant.
- ◆ Holds regular meetings with maintenance and custodial personnel to discuss procedures for improving institutional maintenance and custodial services.
- ◆ Maintains records of supplies and materials.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor—Facility Maintenance I	E-1	02	334

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Certification in a maintenance area; i.e., electricity, HVAC, plumbing, carpentry, welding, etc.
- ◆ Considerable knowledge of materials, methods, and practices used in maintenance and cleaning operations.
- ◆ Working knowledge of the methods and equipment used in building maintenance and custodial services.
- ◆ Ability to assign and supervise a medium-sized group of employees, and to train and instruct employees.
- ◆ Ability to understand and follow oral and written instructions and to keep simple records and make reports.
- ◆ Ability to establish and maintain effective working relationships with maintenance crews and management of the institution.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of Postsecondary education with a minimum of 15 semester hours in Industrial Maintenance Technology or a related field. Appropriate license/certification.
<b>Experience:</b>	Three (3) years of experience in industrial maintenance area and should possess leadership abilities and/or course work in management skills.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor--Facility Maintenance II	E-1	01	335

### DEFINITION

This is administrative maintenance work coordinating institutional building maintenance and custodial services.

The employee in this class is responsible for coordinating the daily buildings services of the institution. Work includes daily inspections of activities, rescheduling work crews to meet varying conditions and initiating requests for equipment and supplies. Work is performed under direct supervision of the Director of Physical Plant. Performance is evaluated through daily inspections, personal meetings, and written reports.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Supervises maintenance and custodial personnel.
- ◆ Makes minor repairs, and otherwise keeps buildings, equipment, and premises in an orderly condition; participates in these tasks on a relief basis.
- ◆ Requisitions supplies, distributes supplies to personnel, and checks the use of supplies and equipment.
- ◆ Reviews schedules to assure adequate coverage; revises schedules to meet changing conditions.
- ◆ Reviews maintenance and custodial activities and inspects work for effectiveness.
- ◆ Reschedules work to carry out priorities as determined by the Director of Physical Plant.
- ◆ Reviews maintenance and custodial activities and sees that work is performed according to instructions.
- ◆ Coordinates all maintenance and custodial activities with the Director of Physical Plant.
- ◆ Holds regular meetings with maintenance and custodial personnel to discuss procedures for improving institutional maintenance and custodial services.
- ◆ Maintains records of supplies and materials.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Supervisor—Facility Maintenance II	E-1	01	335

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Certification in a maintenance area; i.e., electricity, HVAC, plumbing, carpentry, welding, etc.
- ◆ Considerable knowledge of materials, methods, and practices used in maintenance and cleaning operations.
- ◆ Working knowledge of the methods and equipment used in building maintenance and custodial services.
- ◆ Ability to assign and supervise a medium-sized group of employees, and to train and instruct employees.
- ◆ Ability to understand and follow oral and written instructions and to keep simple records and make reports.
- ◆ Ability to establish and maintain effective working relationships with maintenance crews and management of the institution.
- ◆ Sufficient physical strength to permit the performance of manual tasks; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to walk for extended periods of time; ability to walk up and down stairs and climb up and down ladders.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of Postsecondary education with a minimum of 21 semester hours in Industrial Maintenance Technology or a related field. Appropriate license/certification. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Six (6) years of experience in industrial maintenance area with at least three (3) years in a supervisory capacity, <i>with three (3) years of experience as Supervisor—Facility Maintenance I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Security Employee I	E-5	06	340

## DEFINITION

This is routine security work in safeguarding students, faculty, staff, buildings, equipment, and merchandise against damage or loss.

Employees in this class follow established routines in guarding the lives and assigned property against any possible loss or damage due to theft, fire, vandalism, or other causes. Employees assist the Business Office in other duties which are necessary for the operation of those offices and the safeguarding of College funds and functions through the direction of their immediate supervisor. Duties may require the use of a firearm to provide personal protection for self, students, faculty and staff. Property protection is specifically excluded from this requirement. Assignments are made in the form of general oral or written instructions. Work will be performed independently, but is subject to inspection and review on a periodic and randomized basis.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Makes rounds inside or outside of buildings; watches for prowlers, fires, or any other danger of loss or damage to property.
- ◆ Enforces institutional rules of behavior on grounds; reports disturbances or suspicious circumstances which cannot be disposed of immediately.
- ◆ Sees that lights are on or off as required and that doors and gates are properly locked.
- ◆ Assists in securing all money during registration and end of day as directed by supervisor or Business Office.
- ◆ Assists students with problems such as keys locked in car, dead battery, etc.
- ◆ Works ball games, dances, and other extra activities on campus when needed.
- ◆ Makes out daily report covering activities on shift.
- ◆ Makes trips out-of-town with papers, to pick up equipment, etc.
- ◆ Provides assistance at the residence hall to maintain order and security at that facility.
- ◆ In the absence of the mail clerk, picks up mail at the post office, sorts, and distributes to college personnel.
- ◆ Monitors traffic and parking on campus, citing those that violate the school traffic or parking facilities.
- ◆ Assists the administration as necessary in processing student/employee transactions after hours.
- ◆ Responds to emergencies to provide assistance to employees, students, and visitors.
- ◆ Completes reports that accurately and thoroughly documents details of accidents, altercations, threats, or other incidents using correct grammar and spelling.
- ◆ Investigates complaints and interviews witnesses.
- ◆ Patrols campus areas and facilities on an irregular basis, making note of possible safety and security violations.

## EXAMPLES OF WORK PERFORMED *(CONTINUED)*

- ◆ Provides excellent customer service.
- ◆ Participates in professional development activities as required to address any deficiencies or weaknesses identified by personnel evaluations within the institutional effectiveness process.
- ◆ Assists with monthly inspection of buildings, fire extinguishers, and safety.
- ◆ Monitors weather.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Working knowledge of the buildings and grounds patrolled and of the rules and regulations pertaining to admissions and exits.
- ◆ Working knowledge of the traffic regulations and rules of personal conduct at the College and college policies.
- ◆ Knowledge of basic security operations and procedures.
- ◆ Ability to follow a prescribed routine in making rounds.
- ◆ Ability to walk for extended periods of time both indoors and out under varying work and climatic conditions.
- ◆ Ability to walk up and down stairs and climb up and down ladders.
- ◆ Physical ability and alertness in apprehending prowlers and others.
- ◆ Ability to stay awake on a night shift.
- ◆ Good physical condition and strength; ability to lift 50 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Demonstrate sound judgment in emergencies and crisis situations.
- ◆ Ability to manage multiple tasks.
- ◆ Good computer skills.
- ◆ Must be able to work any shift on all campuses.

## QUALIFICATIONS

<b>Education:</b>	<ul style="list-style-type: none"> <li>• Graduation from high school or GED certificate.</li> <li>• Must qualify with personal firearm according to current Alabama Peace Officers Standards and Training requirements within first six months of employment.</li> <li>• Must obtain CDL endorsement within first year of employment.</li> </ul>
<b>Experience:</b>	One (1) year of experience as a security officer or similar work.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Security Employee II	E-4	05	341

## DEFINITION

This is routine security work protecting institution property and maintaining the security of institutional buildings and grounds.

Employees in this class are responsible for patrolling a state institution to protect and guard property or persons from fire, theft, trespass or other hazards. Work involves regulating the activities of residents, patrons, and the general public, and includes exercising police powers. An important aspect of the work is the availability of the employee in time of emergencies or unexpected incidents. Duties may require the use of firearms, and an automobile may be used in patrolling. Work is performed in accordance with prescribed rules and procedures. Supervision is received through daily instructions and inspections and review on a periodic and randomized basis.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Makes rounds inside or outside of buildings; watches for prowlers, fires, or any other danger of loss or damage to property.
- ◆ Enforces institutional rules of behavior on grounds; reports disturbances or suspicious circumstances which cannot be disposed of immediately.
- ◆ Sees that lights are on or off as required and that doors and gates are properly locked.
- ◆ Assists in securing all money during registration and end of day as directed by supervisor or Business Office.
- ◆ Assists students with problems such as keys locked in car, dead battery, etc.
- ◆ Works ball games, dances, and other extra activities on campus when needed.
- ◆ Makes out daily report covering activities on shift.
- ◆ Monitors traffic and parking on campus, citing those that violate the school traffic or parking facilities.
- ◆ Assists the administration as necessary in processing student/employee transactions after hours.
- ◆ Responds to emergencies to provide assistance to employees, students, and visitors.
- ◆ Completes reports that accurately and thoroughly documents details of accidents, altercations, threats, or other incidents using correct grammar and spelling.
- ◆ Investigates complaints and interviews witnesses.
- ◆ Patrols campus areas and facilities on an irregular basis, making note of possible safety and security violations.
- ◆ Provides excellent customer service.
- ◆ Participates in professional development activities as required to address any deficiencies or weaknesses identified by personnel evaluations within the institutional effectiveness process.

- ◆ Assists with monthly inspection of buildings, fire extinguishers, and safety
- ◆ Monitors weather; monitors traffic and parking on campus, citing those that violate the school traffic or parking facilities.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.
- ◆

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of the civil rights of the public, employees, and students.
- ◆ Knowledge of security operations and procedures.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to manage multiple tasks.
- ◆ Ability to remain alert at all times and to act quickly in emergencies.
- ◆ Ability to develop skill in the use and care of firearms.
- ◆ Ability to deal firmly but tactfully with the general public.
- ◆ Ability to develop skill in the operation of oral communications equipment.
- ◆ Ability to drive school buses and other vehicles.
- ◆ Ability to write clear and concise reports.
- ◆ Ability to recognize contraband.
- ◆ Ability to read and interpret maps and/or city directories.
- ◆ Demonstrate sound judgment in everyday, emergency, and crisis situations based on personal observations, evidence and/or reports.
- ◆ Ability to handle student groups and take charge of such groups to retain control when faculty or administrators fail to appear for school functions.
- ◆ Ability to take control of groups in school buildings when the College is threatened by natural disaster such as inclement weather and to provide leadership until relieved by supervisor.
- ◆ Ability to take control of a situation where lives are threatened and provide leadership calling in outside help if necessary until relieved by supervisor.
- ◆ Ability to walk for extended periods of time both indoors and out under varying work and climatic conditions.
- ◆ Ability to walk up and down stairs and climb up and down ladders.
- ◆ Physical ability and alertness in apprehending prowlers and others.
- ◆ Good physical condition and strength; ability to lift 50 pounds from the ground; ability to lift arms above the head.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Security Employee II	E-4	05	341

### QUALIFICATIONS

<b>Education:</b>	<ul style="list-style-type: none"> <li>• Graduation from high school or GED certificate. Completion of a twelve-weeks approved course conducted by a police academy, <b>or</b> one (1) year of postsecondary education with 15 semester hours in criminal justice or a closely related field, <b>or</b> a minimum of ten (10) years' service as a career police officer.</li> <li>• Current APOST qualified with firearm.</li> <li>• Current CDL endorsement.</li> </ul>
<b>Experience:</b>	Four (4) years of experience as a security officer or similar work, <i>with three (3) years of experience as Security Officer I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Mail Clerk I	E-5	06	370

### DEFINITION

This is manual as well as clerical work involving varied work methods and problems.

Employees in this class are responsible for the sorting and distribution of mail on a daily basis, maintaining the mailroom in a clean and orderly condition; assisting personnel needing help or information concerning incoming or outgoing mail; and performing other related duties as required.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Ensures that incoming and outgoing mail is distributed in a timely manner.
- ◆ Makes necessary on-campus deliveries.
- ◆ Serves as liaison with post office and postal services and other mail handling, i.e., UPS and FedEx on a daily basis.
- ◆ Signs for and processes incoming mail, which requires other than routine attention.
- ◆ Makes necessary deliveries to all campuses.  
Assists with all school shipping and receiving operations.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs basic computer skills.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Knowledge of basic English, spelling, and arithmetic.
- ◆ Ability to walk long hours both indoors and out under varying work and climatic conditions for extended periods of time
- ◆ Ability to walk up and down stairs and climb up and down ladders.
- ◆ Good physical condition and strength; ability to lift heavy mailbags and packages up to 100 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Working knowledge of all college policies and rules of personal conduct.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Mail Clerk I	E-5	06	370

### QUALIFICATIONS

<b>Education:</b>	<ul style="list-style-type: none"> <li>• Graduation from high school or GED certificate.</li> <li>• Must maintain a valid Alabama's driver license.</li> </ul>
<b>Experience:</b>	One (1) year of experience in a related area is <i>desirable</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Mail Clerk II	E-4	05	371

### **DEFINITION**

This is manual as well as moderately difficult clerical work involving varied work methods and problems.

Employees in this class are responsible for the sorting and distribution of mail on a daily basis, maintaining the mailroom in a clean and orderly condition; assisting personnel needing help or information concerning incoming or outgoing mail; and performing other related duties as required.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Ensures that incoming and outgoing mail is distributed in a timely manner.
- ◆ Makes necessary on-campus deliveries.
- ◆ Serves as liaison with post office and postal services and other mail handling, i.e., UPS and FedEx on a daily basis.
- ◆ Signs for and processes incoming mail, which requires other than routine attention.
- ◆ Makes necessary deliveries to all campuses.
- ◆ Assists with all school shipping and receiving operations.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs basic computer skills.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Effective oral and written communication skills.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Knowledge of basic English, spelling, and arithmetic.
- ◆ Ability to walk long hours both indoors and out under varying work and climatic conditions for extended periods of time.
- ◆ Ability to walk up and down stairs and climb up and down ladders.
- ◆ Good physical condition and strength; ability to lift heavy mailbags and packages up to 100 pounds from the ground; ability to lift arms above the head.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to use deductive reasoning in handling illegibly written mail and incorrectly or incompletely addressed mail.
- ◆ Working knowledge of all college policies and rules of personal conduct.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Mail Clerk II	E-4	05	371

### QUALIFICATIONS

<b>Education:</b>	<ul style="list-style-type: none"> <li>• Graduation from high school or GED certificate.</li> <li>• Must maintain a valid Alabama's driver license.</li> <li>• Ten (10) hours of job related professional development activities in the last 3 years.</li> </ul>
<b>Experience:</b>	Three (3) years' experience as <i>Mail Clerk I</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Clerk I	E-5	06	401

### DEFINITION

This is routine clerical work of limited complexity and variety.

Employees in this class perform clerical duties which follow prescribed and well-established procedures. Detailed instructions and close supervision are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with a particular procedure, they usually work with relative independence. Work involving more varied tasks is given closer supervision than that which is repetitive in nature, although work is normally reviewed or verified upon completion. Assignments may require operation of a computer and other office equipment.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed).*

- ◆ Receives, opens, sorts, and distributes mail and supplies; and maintains files.
- ◆ Sorts and files correspondence and other documents according to established rules of records management.
- ◆ Sorts, checks for completeness and mathematical accuracy, and maintains other fiscal and budget records.
- ◆ Maintains time, payroll, inventory, and other operating records; makes simple mathematical calculations.
- ◆ Acts as a desk clerk/receptionist on routine matters.
- ◆ Operates a computer, scanner, calculator, and other office machinery in the performance of routine clerical operations.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned by the supervisor specific to the assigned department/position.

*(Specific lists of assigned duties will be maintained in the department).*

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Effective telephone techniques.
- ◆ Knowledge of office practices, general postal regulations, and procedures.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Clerk I	E-5	06	401

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to make mathematical computations and tabulations accurately.
- ◆ Ability to keyboard at a minimum of *30 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of general office procedures and proofreading (*Basic Office Procedures Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Graduation from high school or GED certificate plus a minimum of 15 semester hours of postsecondary education in business or office-related coursework.
<b>Experience:</b>	One year of experience in office or related work is <i>desirable</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Clerk II	E-4	05	402

### DEFINITION

This is moderately difficult clerical work involving varied work methods and problems.

Employees in this class are responsible for the performance of clerical functions requiring some judgment and interpretation of policies and regulations, consideration of alternatives, and a wide range of clerical decision-making within the bounds of established precedent and institutional policy. Work is reviewed to determine compliance with established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

- ◆ Assists in maintaining central files according to standard rules of records management.
- ◆ Makes final checks for proper coding, mathematical accuracy, and compliance with procedures; maintains other fiscal and budget records, including administrative data; composes routine correspondence; performs the more complex mathematical and tabulating assignments.
- ◆ Acts as a desk clerk/receptionist to provide information to students, college personnel, and visitors.
- ◆ Assists in the preparation of forms; prepares simple word processing and spreadsheet documents.
- ◆ Reviews work activities and prepares routine reports as required by the department.
- ◆ Operates a computer, scanner, calculator, and other office machinery.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned by the supervisor specific to the assigned department/position.

*(Specific lists of assigned duties will be maintained in the department).*

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of word processing and spreadsheet software *(Computer Level I Exam)*.
- ◆ Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management *(Office Procedures Level I Exam)*.
- ◆ Ability to use the telephone effectively.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Clerk II	E-4	05	402

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to make minor decisions in accordance with laws and regulations and to apply them to work problems.
- ◆ Ability to make mathematical computations accurately.
- ◆ Ability to keyboard at *40 correct (net) words per minute for 3 minutes*.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Three (3) years of experience <i>as Clerk I</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator I	E-4	05	410

### DEFINITION

This is specialized office work of moderate complexity and variety.

Employees in this class perform specific duties which follow prescribed and well-established procedures for auditing of graduation requirements and degrees. Detailed instructions and close supervision are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with a particular procedure, they usually work with relative independence. Work involving more varied tasks is given closer supervision than that which is repetitive in nature, although work is normally reviewed or verified upon completion. Assignments will require major use of a computer keyboard as well as other office equipment.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

- ◆ Evaluates external college transcripts for determination of allowable transfer credits.
- ◆ Enters and maintains all college transfer data in Ellucian's Banner software system.
- ◆ When needed, communicates with divisional Deans and/or references external colleges catalog course descriptions to clarify transferability of transcript coursework.
- ◆ Assists with grade changes and academic standing updates for students, as well as Academic Bankruptcy and Course Forgiveness requests.
- ◆ Assists with creating new courses in Banner.
- ◆ Operates a computer, scanner, calculator, and other office machinery in the performance of daily office operations.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Assists in coverage, as needed, for the admissions front counter and issuing parking decals.
- ◆ Assists with graduation ceremonies at end of each semester.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Effective telephone techniques.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to make mathematical computations and tabulations accurately.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator I	E-4	05	410

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to keyboard at *40 correct (net) words per minute for 3 minutes.*
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level I Exam*).
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Two (2) years of experience in office or related clerical work.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator II	E-3	04	411

### DEFINITION

This is specialized office work of moderate complexity and variety involving varied work methods and problems.

Employees in this class are responsible for the performance of clerical functions requiring some judgment and interpretation of policies and regulations, consideration of alternatives, and a wide range of clerical decision-making within the bounds of established precedent and institutional policy. Work is reviewed to determine compliance with established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

- ◆ Evaluates external college transcripts for determination of allowable transfer credits.
- ◆ Enters and maintains all college transfer data in Ellucian's Banner software system.
- ◆ When needed, communicates with divisional Deans and/or references external colleges catalog course descriptions to clarify transferability of transcript coursework.
- ◆ Assists with grade changes and academic standing updates for students, as well as Academic Bankruptcy and Course Forgiveness requests.
- ◆ Assists with creating new courses in Banner.
- ◆ Operates a computer, scanner, calculator, and other office machinery in the performance of daily office operations.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Assists in coverage, as needed, for the admissions front counter and issuing parking decals.
- ◆ Assists with graduation ceremonies at end of each semester.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Effective telephone techniques.
- ◆ Ability to keyboard at *40 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet software (*Computer Level II Exam*).
- ◆ Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures*).

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator II	E-3	04	411

- ◆ *Level II Exam*).
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to make mathematical computations and tabulations accurately.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to make minor decisions in accordance with laws and regulations and to apply them to work problems.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Five (5) years of experience in office or related clerical work, <i>with three (3) years as Transcript Evaluator I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator III	E-3	03	412

### DEFINITION

This is complex, specialized office work involving varied work methods and problems.

Employees in this class are responsible for the performance of clerical functions requiring expert judgment and interpretation of policies and regulations, consideration of alternatives, and a wide range of clerical decision-making within the bounds of established precedent and institutional policy. Work is reviewed to determine compliance with established procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

- ◆ Evaluates external college transcripts for determination of allowable transfer credits.
- ◆ Enters and maintains all college transfer data in Ellucian's Banner software system.
- ◆ When needed, communicates with divisional Deans and/or references external colleges catalog course descriptions to clarify transferability of transcript coursework.
- ◆ Assists with grade changes and academic standing updates for students, as well as Academic Bankruptcy and Course Forgiveness requests.
- ◆ Assists with creating new courses in Banner.
- ◆ Operates a computer, scanner, calculator, and other office machinery in the performance of daily office operations.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Assists in coverage, as needed, for the admissions front counter and issuing parking decals.
- ◆ Assists with graduation ceremonies at end of each semester.
- ◆ Complies with all policies of the Alabama Community College System, and the College.
- ◆ Performs related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to use the telephone effectively.
- ◆ Knowledge of office procedures; general office procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing software (*Computer Level III Exam*).

JOB TITLE	LEVEL	GRADE	JOB. NO.
Transcript Evaluator III	E-3	03	412

- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3 minutes*.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to make mathematical computations and tabulations accurately.
- ◆ Ability to make minor decisions in accordance with laws and regulations and to apply them to work problems.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Eight (8) years of experience in office or related clerical work, <i>with three (3) years as Transcript Evaluator II.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Skills Training Division Specialist I	E-4	05	413

### DEFINITION

The Specialist is responsible to the Director of Skills Training and assist students, faculty and staff on day-to-day operations of the Skills Training Division

### EXAMPLES OF WORK PERFORMED

- ◆ Supervises and participates in the operation of a variety of Skills Training services.
- ◆ Responsible for scheduling Truck Driving and Third-Party participants.
- ◆ Assists the Director of Skills Training in providing relevant data on enrollment, recruitment efforts and program effectiveness for Truck Driving.
- ◆ Acts as a receptionist to provide general information to students and visitors.
- ◆ Completes admission and registration procedures for Skills students.
- ◆ Serves as a student liaison to various GSCC's departments, State and local agencies.
- ◆ Performs general clerical functions to include filing, data entry, sorting and routine document preparation for Skills Training; completes inventory of supplies and equipment.
- ◆ Maintains ongoing database and schedules for Skills Training students.
- ◆ Assists with preparation of purchase order requests.
- ◆ Assists with website updates and social media platforms for the Division.
- ◆ Attends and participate in conferences, workshops, and community events for expansion of program services.
- ◆ Serve as an active member of the program, division and college, and serve on committees as assigned.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral, and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to work with minimum supervision.
- ◆ Ability to learn assigned tasks readily and to adhere to prescribed routines.
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3minutes.*
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level I Exam*).
- ◆ Ability to establish and maintain effective working relationships with career centers, industry partners, other employees and the public.
- ◆ Ability to maintain confidentiality of office information.
- ◆ Commitment to the teaching-learning process of the community college and the open-door admissions process

JOB TITLE	LEVEL	GRADE	JOB. No.
Skills Training Division Specialist I	E-4	05	413

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in related coursework <b>required</b> .
<b>Experience:</b>	Two (2) years of experience in office or related clerical work <b>required</b> . Experience working in Skills Training, <i>preferred</i> . Experience working with noncredit programs, <i>preferred</i> . Experience working with WIOA, TRA and other funding procedures, <i>preferred</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. No.
Skills Training Division Specialist II	E-3	04	414

### DEFINITION

The Specialist is responsible to the Director of Skills Training and assist students, faculty and staff on day-to-day operations of the Skills Training Division

### EXAMPLES OF WORK PERFORMED

- ◆ Supervises and participates in the operation of a variety of Skills Training services.
- ◆ Responsible for scheduling Truck Driving and Third-Party participants.
- ◆ Assists the Director of Skills Training in providing relevant data on enrollment, recruitment efforts and program effectiveness for Truck Driving.
- ◆ Acts as a receptionist to provide general information to students and visitors.
- ◆ Completes admission and registration procedures for Skills students.
- ◆ Serves as a student liaison to various GSCC's departments, State and local agencies.
- ◆ Performs general clerical functions to include filing, data entry, sorting and routine document preparation for Skills Training; completes inventory of supplies and equipment.
- ◆ Maintains ongoing database and schedules for Skills Training students.
- ◆ Assists with preparation of purchase order requests.
- ◆ Assists with website updates and social media platforms for the Division.
- ◆ Attends and participate in conferences, workshops, and community events for expansion of program services.
- ◆ Serve as an active member of the program, division and college, and serve on committees as assigned.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral, and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to work with minimum supervision.
- ◆ Ability to learn assigned tasks readily and to adhere to prescribed routines.
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3minutes*.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level II Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).
- ◆ Ability to establish and maintain effective working relationships with career centers, industry partners, other employees and the public.
- ◆ Ability to maintain confidentiality of office information.
- ◆ Commitment to the teaching-learning process of the community college and the open-door admissions process

JOB TITLE	LEVEL	GRADE	JOB. NO.
Skills Training Division Specialist II	E-3	04	414

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in related coursework <b>required.</b>
<b>Experience:</b>	Five (5) years of experience in office or related clerical work <i>with 3 years of experience as Skills Training Division Specialist I</i> <b>required.</b>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. No.
Skills Training Division Specialist III	E-3	03	415

### DEFINITION

The Specialist is responsible to the Director of Skills Training and assist students, faculty and staff on day-to-day operations of the Skills Training Division

### EXAMPLES OF WORK PERFORMED

- ◆ Supervises and participates in the operation of a variety of Skills Training services.
- ◆ Responsible for scheduling Truck Driving and Third-Party participants.
- ◆ Assists the Director of Skills Training in providing relevant data on enrollment, recruitment efforts and program effectiveness for Truck Driving.
- ◆ Acts as a receptionist to provide general information to students and visitors.
- ◆ Completes admission and registration procedures for Skills students.
- ◆ Serves as a student liaison to various GSCC's departments, State and local agencies.
- ◆ Performs general clerical functions to include filing, data entry, sorting and routine document preparation for Skills Training; completes inventory of supplies and equipment.
- ◆ Maintains ongoing database and schedules for Skills Training students.
- ◆ Assists with preparation of purchase order requests.
- ◆ Assists with website updates and social media platforms for the Division.
- ◆ Attends and participate in conferences, workshops, and community events for expansion of program services.
- ◆ Serve as an active member of the program, division and college, and serve on committees as assigned.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral, and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to work with minimum supervision.
- ◆ Ability to learn assigned tasks readily and to adhere to prescribed routines.
- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3minutes*.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to establish and maintain effective working relationships with career centers, industry partners, other employees and the public.
- ◆ Ability to maintain confidentiality of office information.
- ◆ Commitment to the teaching-learning process of the community college and the open-door admissions process

JOB TITLE	LEVEL	GRADE	JOB. No.
Skills Training Division Specialist III	E-3	03	415

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in related coursework <b>required.</b>
<b>Experience:</b>	Eight (8) years of experience in office or related clerical work <i>with 3 years of experience as Skills Training Division Specialist II required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. No.
Admissions & Records Specialist I	E-3	04	420

### DEFINITION

This is specialized office work of moderate complexity and variety. Employees in this class perform specific admissions and records duties which follow prescribed and well-established procedures. Detailed instructions and close supervision are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with a particular procedure, they usually work with relative independence. Work involving more varied tasks is given closer supervision than that which is repetitive in nature, although work is normally reviewed or verified upon completion. Assignments will require major use of a computer keyboard as well as other office equipment.

### EXAMPLES OF WORK PERFORMED

- ◆ Enters and maintains admissions and records data in Ellucian's Banner software system.
- ◆ Communicates with financial aid, instructors, division chairs, IT and Deans regarding student admissions, registration, attendance, reinstatement, and academic records.
- ◆ Performs major changes, registers students, and withdraws students.
- ◆ Evaluates high school transcripts and processes admissions applications.
- ◆ Processes grade changes, roster changes, academic standing updates, and manages Academic Bankruptcy and Course Forgiveness requests.
- ◆ Submits National Student Clearinghouse enrollment transmissions & error corrections.
- ◆ Approves and distributes enrollment verifications.
- ◆ Collects dual enrollment grades from instructors and distributes to high schools.
- ◆ Assists financial aid with the unofficial withdrawal process.
- ◆ Assists with creating new courses, new programs and pre-requisite settings in Banner.
- ◆ Assists with mass emails and email merges.
- ◆ Assists with duplicate resolution and incorrect SSNs.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Backup for college transcript evaluator.
- ◆ Assist in coverage as needed for the front counter.
- ◆ Assist with graduation ceremonies at end of each semester.
- ◆ Perform related work as assigned by supervisor.
- ◆ Performs other duties as assigned.

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

JOB TITLE	LEVEL	GRADE	JOB. NO.
Admissions & Records Specialist I	E-3	04	420

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience with Banner (or similar ERP system) preferred.
- ◆ Effective oral and written communication skills. Effective telephone techniques.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to make mathematical computations and tabulations accurately.
- ◆ Ability to keyboard at *40 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database and spreadsheet software (*Computer Level II Exam*). Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).
- ◆ Ability to understand and carry out moderately complex oral and written instructions. Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information and FERPA compliance.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in related coursework <b>required</b> . Associate's degree preferred.
<b>Experience:</b>	Two (2) years of experience in post-secondary student services office <b>required</b> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Admissions & Records Specialist II	E-3	03	421

### DEFINITION

This is specialized office work of moderate complexity and variety. Employees in this class perform specific admissions and records duties which follow prescribed and well-established procedures. Detailed instructions and close supervision are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with a particular procedure, they usually work with relative independence. Work involving more varied tasks is given closer supervision than that which is repetitive in nature, although work is normally reviewed or verified upon completion. Assignments will require major use of a computer keyboard as well as other office equipment.

### EXAMPLES OF WORK PERFORMED

- ◆ Enters and maintains admissions and records data in Ellucian's Banner software system.
- ◆ Communicates with financial aid, instructors, division chairs, IT and Deans regarding student admissions, registration, attendance, reinstatement, and academic records.
- ◆ Performs major changes, registers students, and withdraws students.
- ◆ Evaluates high school transcripts and processes admissions applications.
- ◆ Processes grade changes, roster changes, academic standing updates, and manages Academic Bankruptcy and Course Forgiveness requests.
- ◆ Submits National Student Clearinghouse enrollment transmissions & error corrections.
- ◆ Approves and distributes enrollment verifications.
- ◆ Collects dual enrollment grades from instructors and distributes to high schools.
- ◆ Assists financial aid with the unofficial withdrawal process.
- ◆ Assists with creating new courses, new programs and pre-requisite settings in Banner.
- ◆ Assists with mass emails and email merges.
- ◆ Assists with duplicate resolution and incorrect SSNs.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Backup for college transcript evaluator.
- ◆ Assist in coverage as needed for the front counter.
- ◆ Assist with graduation ceremonies at end of each semester.
- ◆ Perform related work as assigned by supervisor.
- ◆ Performs other duties as assigned.

*(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).*

JOB TITLE	LEVEL	GRADE	JOB. NO.
Admissions & Records Specialist II	E-3	03	421

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience with Banner (or similar ERP system) preferred.
- ◆ Effective oral and written communication skills. Effective telephone techniques.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to make mathematical computations and tabulations accurately.
- ◆ Ability to keyboard at *50 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database and spreadsheet software (*Computer Level III Exam*). Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to understand and carry out moderately complex oral and written instructions. Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information and FERPA compliance.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in related coursework <b>required</b> .
<b>Experience:</b>	Five (5) years of experience in post-secondary student services office <i>with 3 years of experience as Admissions &amp; Records Specialist I required</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Human Resources Assistant I	E-3	04	430

## DEFINITION

An employee in this classification will assist with the day-to-day operations of the Human Resources Office including recruitment, processing new employee paperwork and onboarding, database management/updates, preparing various correspondence, and performing a variety of tasks related to the human resources function.

## WORK ASSIGNMENTS MAY INCLUDE:

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists in the day-to-day operations of the Human Resources Office.
- ◆ Assists in the recruitment and selection process; prepares and distributes job announcements and advertisements; schedules skills testing and interviews; maintains applicant database, prepares related correspondence and documents such as employment verifications, tuition waivers, and other forms as requested.
- ◆ Responds to employment inquiries by phone and in writing.
- ◆ Serves as liaison between the Director of Human Resources and other College and community personnel.
- ◆ Assists with employee orientation, training, and professional development.
- ◆ Processes employee paperwork and enters into Banner and other systems.
- ◆ Sets up and maintains personnel files; maintains the security and confidentiality of all personnel information, files, and documents.
- ◆ Assists with preparation of letters of appointment and database management for all employees.
- ◆ Sorts, scans, and files correspondence and other documents according to established codes of records management.
- ◆ Works closely with payroll office staff to ensure timely and accurate information processing.
- ◆ Assists in development of reports and documents using word processing, spreadsheets, and Argos reporting software.
- ◆ Assists with maintaining the Employee Handbook.
- ◆ Exhibits initiative to pursue and learn additional tasks as needed.
- ◆ Enhance professional knowledge and skills through professional development and continuing education.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related duties that may be assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Human Resources Assistant I	E-3	04	430

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of principles and procedures for personnel classifications and compensation, employee relations, and personnel information.
- ◆ Excellent communication, interpersonal, and time management skills.
- ◆ Attention to detail and accuracy of work; ability to multi-task and handle various situations in a professional manner; establish priorities and use critical thinking skills.
- ◆ Ability to work with minimum supervision.
- ◆ Ability to exercise judgment and discretion in interpreting and applying policies and procedures.
- ◆ Ability to establish and maintain effective contacts with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of employee and office information.
- ◆ Ability to keyboard at *40 correct (net) words a minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet software (*Computer Level II Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in human resources or a business-related area. Associate's degree <i>preferred</i> .
<b>Experience:</b>	Two (2) years of full-time clerical or office-related work experience. Experience working in human resources <i>preferred</i> . Experience working with Banner or other similar ERP computer system <i>preferred</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Human Resources Assistant II	E-3	03	431

## DEFINITION

An employee in this classification will assist with the day-to-day operations of the Human Resources Office including recruitment, processing new employee paperwork and onboarding, database management/updates, preparing various correspondence, and performing a variety of tasks related to the human resources function.

## WORK ASSIGNMENTS MAY INCLUDE:

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists in the day-to-day operations of the Human Resources Office.
- ◆ Assists in the recruitment and selection process; prepares and distributes job announcements and advertisements; schedules skills testing and interviews; maintains applicant database, prepares related correspondence and documents such as employment verifications, tuition waivers, and other forms as requested.
- ◆ Responds to employment inquiries by phone and in writing.
- ◆ Serves as liaison between the Director of Human Resources and other College and community personnel.
- ◆ Assists with employee orientation, training, and professional development.
- ◆ Processes employee paperwork and enters into Banner and other systems.
- ◆ Sets up and maintains personnel files; maintains the security and confidentiality of all personnel information, files, and documents.
- ◆ Assists with preparation of letters of appointment and database management for all employees.
- ◆ Sorts, scans, and files correspondence and other documents according to established codes of records management.
- ◆ Works closely with payroll office staff to ensure timely and accurate information processing.
- ◆ Assists in development of reports and documents using word processing, spreadsheets, and Argos reporting software.
- ◆ Assists with maintaining the Employee Handbook.
- ◆ Exhibits initiative to pursue and learn additional tasks as needed.
- ◆ Enhance professional knowledge and skills through professional development and continuing education.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related duties that may be assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Human Resources Assistant II	E-3	03	431

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of principles and procedures for personnel classifications and compensation, employee relations, and personnel information.
- ◆ Excellent communication, interpersonal, and time management skills.
- ◆ Attention to detail and accuracy of work; ability to multi-task and handle various situations in a professional manner; establish priorities and use critical thinking skills.
- ◆ Ability to work with minimum supervision.
- ◆ Ability to exercise judgment and discretion in interpreting and applying policies and procedures.
- ◆ Ability to establish and maintain effective contacts with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of employee and office information.
- ◆ Ability to keyboard at *50 correct (net) words a minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet software (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in human resources or a business-related area. Associate's degree <i>preferred</i> .
<b>Experience:</b>	Five (5) years of full-time clerical or office-related work experience <i>with 3 years of experience as Human Resources Assistant II required</i> . Experience working in human resources <i>preferred</i> . Experience working with Banner or other similar ERP computer system <i>preferred</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant I	E-4	05	501

### DEFINITION

This is routine secretarial work at the faculty or divisional level.

Employees in this class are responsible for performing secretarial and clerical duties in accordance with established procedures. Instructions are given at the beginning of each assignment and work is usually reviewed or checked upon completion.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Takes notes and transcribes notes accurately.
- ◆ Types correspondence, articles, reports, forms, tests, tabulations, bulletins, manuals, and other documents from copy or rough drafts in an acceptable format.
- ◆ Receives and routes incoming and outgoing mail within the division.
- ◆ Processes and distributes mail in the division; prepares outgoing correspondence from fairly complete and well-organized rough notes or verbal instructions.
- ◆ Answers and routes incoming calls; schedules appointments for supervisor and for faculty.
- ◆ Maintains files of reports, records, correspondence, and other materials according to established classifications; maintains manuals, books of procedure, bulletins, and equipment inventories.
- ◆ Coordinates the duplication of materials for the division.
- ◆ Maintains and prepares monthly absentee and leave reports for faculty.
- ◆ Assists with the computerized registration procedure.
- ◆ Operates general office equipment such as a computer, scanner, copier, and calculator.
- ◆ Serves as a receptionist to direct students and guests to appropriate faculty advisors.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant I	E-4	05	501

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level I Exam*).
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes*.
- ◆ Ability to proofread work for accuracy.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to make mathematical computations and tabulations accurately and with reasonable speed.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to learn assigned secretarial tasks readily and to adhere to prescribed routines.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	One (1) year of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Two (2) years of secretarial experience.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant II	E-3	04	502

### DEFINITION

This is secretarial work requiring a high level of skill and increased decision-making responsibilities. This position is at the divisional or administrative level.

Employees in this classification are responsible for the development and refinement of work routines which may be of a varied nature. Employees are expected to carry the assignments through to completion with a minimum of supervision.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Serves as a receptionist and secretary for division or other administrative office; maintains schedule of appointments for supervisor.
- ◆ Takes notes and transcribes notes rapidly and accurately; screens and routes incoming mail not requiring the supervisor's attention; composes routine replies to correspondence for the supervisor's signature.
- ◆ Uses the computer to type correspondence, reports, tabulations, bulletins, and other documents from copy or rough draft.
- ◆ Uses the computer to prepare database files for reports and correspondence, to prepare graphic illustrations, and to prepare routine office forms.
- ◆ Maintains an up-to-date filing system for the office, using standard records management procedures; maintains manuals, books of procedure, bulletins, and equipment inventories.
- ◆ Maintains and prepares monthly absentee and leave reports for faculty.
- ◆ Operates general office equipment such as a computer, scanner, calculator, and copier.
- ◆ Prepares agenda for divisional or administrative meetings; attends meetings, keeps records, and prepares draft of minutes for administrative review; prepares itineraries of administrative personnel.
- ◆ Maintains internal records of office and instructional supply expenses and requisitions supplies as needed.
- ◆ Checks budget accounts; keeps a small set of departmental fiscal records; arranges for transportation or accommodations for staff.
- ◆ Supervises work study students assigned to the division.
- ◆ Assists with the computerized registration procedure.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant II	E-3	04	502

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of accounting principles, records management, and office procedures; the ability to use standard office equipment efficiently.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet (*Computer Level II Exam*).
- ◆ Working knowledge of office procedures, general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes*.
- ◆ Ability to work independently on secretarial tasks of average difficulty; ability to compose correspondence of a routine nature.
- ◆ Ability to keep accurate financial records and prepare routine budget reports.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Five (5) years of secretarial experience, <i>with three (3) years of experience as Administrative Assistant I</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Administrative Assistant III	E-3	03	503

### **DEFINITION**

This is difficult and varied secretarial work, requiring a high level of skill and increased decision-making responsibilities. This position is in the office of an administrator.

Employees perform responsible work which may include office management and supervisory duties. Work involves knowledge of institutional policy. Employees in this class frequently develop and refine their work routines and are expected to carry the assignment through to completion with a minimum of supervision.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Serves as a receptionist and administrative assistant of an administrative official; maintains schedule of appointments.
- ◆ Takes and transcribes notes rapidly and accurately; screens and routes incoming mail not requiring the administrator's attention to appropriate officials or composes routine replies independently.
- ◆ Checks for accuracy, approves, and/or signs requisitions, vouchers, and other documents for the administrator; handles billing procedures.
- ◆ Supervises a medium-sized support staff in the performance of stenographic duties such as keeping complex clerical records, preparing varied reports, and indexing and filing of office records.
- ◆ Prepares agenda for administrative meetings; attends meetings, keeps records, and prepares draft of minutes for administrative review; prepares itineraries of administrative personnel.
- ◆ Checks expense accounts; keeps a small set of departmental fiscal records; arranges for transportation or accommodations for staff; maintains leave records for college personnel.
- ◆ Gathers reference materials for articles or speeches from a wide variety of materials.
- ◆ Operates a computer, scanner, and other standard office equipment in the performance of duties.
- ◆ Services as a Notary for college officials or business office.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant III	E-3	03	503

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of institutional rules, regulations, procedures, and functions.
- ◆ Ability to keep complex clerical records and to prepare accurate reports from varied statistical or accounting information.
- ◆ Ability to work independently on in composing correspondence and dealing with routine supervisory matters such as assigning and review work of others.
- ◆ Ability to orient and train other secretarial or clerical employees and to interpret institutional policies and procedures to them.
- ◆ Ability to keyboard at a minimum of 50 correct (net) words per minute for 3 minutes.
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Eight (8) years of secretarial experience, <i>with three (3) years of experience as Administrative Assistant II.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant III	E-2	03	510

### DEFINITION

This is difficult and varied secretarial work, requiring a high level of skill and increased decision-making responsibilities. This position is in the office of a dean-level administrator.

Employees perform responsible work which may include office management and supervisory duties. Work involves knowledge of institutional policy. Employees in this class frequently develop and refine their work routines and are expected to carry the assignment through to completion with a minimum of supervision.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Serves as a receptionist and administrative assistant of a dean-level administrator; maintains schedule of appointments.
- ◆ Takes and transcribes notes rapidly and accurately; screens and routes incoming mail not requiring the administrator's attention to appropriate officials or composes routine replies independently.
- ◆ Checks for accuracy, approves, and/or signs requisitions, vouchers, and other documents for the administrator; handles billing procedures.
- ◆ Supervises a medium-sized support staff in the performance of stenographic duties such as keeping complex clerical records, preparing varied reports, and indexing and filing of office records.
- ◆ Prepares agenda for administrative meetings; attends meetings, keeps records, and prepares draft of minutes for administrative review; prepares itineraries of administrative personnel.
- ◆ Checks expense accounts; keeps a small set of departmental fiscal records; arranges for transportation or accommodations for staff; maintains leave records for college personnel.
- ◆ Gathers reference materials for articles or speeches from a wide variety of materials.
- ◆ Operates a computer, scanner, and other standard office equipment in the performance of duties.
- ◆ Services as a Notary for college officials or business office.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant III	E-2	03	510

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of institutional rules, regulations, procedures, and functions.
- ◆ Ability to keep complex clerical records and to prepare accurate reports from varied statistical or accounting information.
- ◆ Ability to work independently in composing correspondence and dealing with routine supervisory matters such as assigning and review work of others.
- ◆ Ability to orient and train other secretarial or clerical employees and to interpret institutional policies and procedures to them.
- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Five (5) years of secretarial experience.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant IV	E-2	02	511

### DEFINITION

This is administrative work involving complex secretarial responsibilities and associated duties of a confidential nature.

This employee works primarily for a dean and serves as a liaison between the dean and the college and between the dean and the community.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Takes and transcribes notes including correspondence, minutes, reports, notices, and recommendations; screens and processes incoming correspondence.
- ◆ Accumulates and organizes pertinent data and puts it into a functional form; performs accounting functions associated with the dean's office.
- ◆ Maintains a filing system using standard records management procedures.
- ◆ Screens callers and visitors in accordance with predetermined policy; maintains a schedule of appointments and a calendar of activities.
- ◆ Orients and trains other secretarial personnel; assigns and supervises the work of clerical personnel assigned to the dean's office.
- ◆ Orders and maintains supplies necessary for the efficient functioning of the dean's office.
- ◆ Makes arrangements for conferences and interviews; schedules and coordinates meetings for the dean; prepares itinerary and makes in-state and out-of-state travel arrangements.
- ◆ Operates a computer, scanner, and other standard office equipment in the performance of duties.
- ◆ Gathers reference materials for articles or speeches from a wide variety of sources.
- ◆ Assists in the preparation of official college publications; serves as a Notary Public for the college.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant IV	E-2	02	511

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of institutional rules, regulations, procedures, and functions.
- ◆ Knowledge of the principles of office management and supervision, accounting principles, and records management, with the ability to apply this knowledge to work problems; ability to deal with complex supervisory matters.
- ◆ Ability to work independently on complex secretarial tasks and to prepare accurate reports from varied statistical or accounting information; ability to compose correspondence independently.
- ◆ Ability to orient and train other clerical employees and to interpret departmental policies and procedures to them.
- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, composition, machine transcription, and records management (*Office Procedures Level IV Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in business or office-related coursework.
<b>Experience:</b>	Eight (8) years of secretarial experience, <i>with three (3) years of experience as Administrative Assistant III</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant IV	E-1	02	520

### DEFINITION

This is administrative work involving complex secretarial responsibilities and associated duties of a confidential nature.

This employee works primarily for the president and serves as a liaison between the president and the college and between the president and the community.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Takes and transcribes notes including correspondence, minutes, reports, notices, and recommendations.
- ◆ Screens and processes incoming correspondence.
- ◆ Accumulates and organizes pertinent data and puts it into a functional form (i.e., charts, graphs, presentation slides).
- ◆ Performs accounting functions associated with the president's office.
- ◆ Maintains a filing system using standard records management procedures; maintains confidential files of the president.
- ◆ Screens callers and visitors in accordance with predetermined policy; maintains a schedule of appointments and a calendar of activities.
- ◆ Shares best practices with other secretarial personnel; assigns and supervises the work of clerical personnel assigned to the president's office.
- ◆ Orders and maintains supplies necessary for the efficient functioning of the president's office.
- ◆ Makes arrangements for conferences and interviews; schedules and coordinates meetings for the president; prepares itinerary and makes in-state and out-of-state travel arrangements.
- ◆ Operates a computer, scanner, and other standard office equipment in the performance of duties.
- ◆ Gathers reference materials for articles or speeches from a wide variety of sources.
- ◆ Assists in the preparation of official college publications; serves as a Notary Public for the college.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant IV	E-1	02	520

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of institutional rules, regulations, procedures, and functions.
- ◆ Knowledge of the principles of office management and supervision, accounting principles, and records management, with the ability to apply this knowledge to work problems; ability to deal with complex supervisory matters.
- ◆ Ability to work independently on complex secretarial tasks and to prepare accurate reports from varied statistical or accounting information.
- ◆ Ability to compose correspondence independently.
- ◆ Ability to share best practices with other clerical employees.
- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing using the Microsoft Office Suite (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, composition, and records management (*Office Procedures Level IV Exam*).
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in business or office-related coursework.
<b>Experience:</b>	Seven (7) years of secretarial experience.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant V	E-1	01	521

### **DEFINITION**

This is complex administrative work associated with assisting the president with responsibilities which may be of a confidential nature.

Employees in this class perform responsible management duties involving the exercise of independent judgment. Work includes devising and implementing new work methods and interpreting rules and procedures. It may include supervising technical and clerical employees and assisting with matters of a confidential nature. Work is reviewed periodically through conferences, post-audits, and written reports to ensure conformity with established procedures and policies and the use of sound judgment.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists the President in general administrative operations.
- ◆ Takes and transcribes notes including correspondence, minutes, reports, etc.
- ◆ Conducts studies and collects information on administrative problems; analyzes findings; makes reports of practical solutions.
- ◆ Collects, analyzes, and compares data and trends; prepares reports including observations, conclusions, and recommendations.
- ◆ Assists in developing grant applications; compiles program data; assists in preparing project narrative and budget; assists in preparing detailed program descriptions.
- ◆ Assists in preparing the personnel section of the annual budget; maintains absentee and leave reports for professional personnel.
- ◆ Plans and directs the work of technical and clerical employees as assigned by the President.
- ◆ Answers correspondence of moderate difficulty relating to overall institutional operations.
- ◆ Participates in the formulation of a professional development plan for office employees at the institution.
- ◆ Gathers reference materials for articles and speeches from a wide variety of sources.
- ◆ Makes arrangements for conferences and staff meetings; prepares agenda and takes minutes.
- ◆ Operates a computer, scanner, and other standard office equipment.
- ◆ Serves as a Notary Public for the institution.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Administrative Assistant V	E-1	01	521

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Extensive knowledge of Board and institutional policies and procedures; ability to exercise judgment and discretion in applying and interpreting institutional policies and procedures.
- ◆ Extensive knowledge of the principles and practices of public administration; ability to initiate and implement administrative procedures and evaluate their effectiveness.
- ◆ Knowledge of modern office procedures, practices, and equipment.
- ◆ Knowledge of research techniques and report writing.
- ◆ Knowledge of the principles of personnel administration and budget preparation.
- ◆ Ability to plan, assign, direct, and review the work of others.
- ◆ Ability to understand and carry out complex oral and written instructions.
- ◆ Ability to keyboard at 60 *correct (net) words per minute for 3 minutes*.
- ◆ Working knowledge of advanced word processing, database, spreadsheet, and desktop publishing software (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, composition, and records management (*Office Procedures Level IV Exam*).
- ◆ Ability to establish and maintain effective contacts with government officials, students, employees, and the general public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	B. S. Degree or 128 semester hours with 30 semester hours in business or office-related coursework.
<b>Experience:</b>	Ten (10) years of experience in office administration, <i>with three years of experience as Administrative Assistant IV</i> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager I	E-4	05	610

### DEFINITION

This is moderately difficult managerial work involving varied work methods and problems. Employees in this class perform responsible work as managers in the areas of delivery of support services, etc. This is managerial work requiring some interpretation of policies and regulations, consideration of alternatives, and a wide range of managerial decision making within the bounds of established precedent and institutional policy. Work is reviewed to determine compliance with established procedures by the appropriate college administrator. Assignments may require incidental operation of a computer and other equipment.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Supervises and participates in the operation of a variety of delivery services (moderate complexity).
- ◆ Assists in preparation of forms and statements.
- ◆ Trains employees in the operation, adjustment, and care of equipment in the assigned area.
- ◆ Composes routine correspondence.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Familiarity with operation of standard office equipment.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level I Exam*).

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager I	E-4	05	610

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES *(CONTINUED)*

- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes.*
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Three (3) years of experience in a related area.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager II	E-3	04	611

### DEFINITION

This is responsible managerial work which may involve supervision over a medium-sized office unit or advanced managerial work of comparable responsibility. Employees in this class are responsible for a variety of tasks. This work involves the application of initiative and independent judgment. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution in which employed; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices. Assignments may require operation of computer and other equipment.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Plans, assigns, and reviews the work of a medium-sized support staff engaged in delivering support services.
- ◆ Supervises and participates in the operation of a variety of delivery services.
- ◆ Assists in the preparation of forms and statements.
- ◆ Trains employees in the operation and care of equipment in the assigned area; coordinates work activities for other employees.
- ◆ Composes routine correspondence and other material.
- ◆ Performs usual office work, such as posting, tabulating, calculating, and applying formulas to data and personnel.
- ◆ Assists supervisor in a variety of administrative detail matters and supervises office operation; performs skilled managerial tasks.
- ◆ Maintains responsibility for monies received and disbursed; prepares financial statements.
  
- ◆ Maintains files, forms, and other materials relating to the assigned service area.
- ◆ Inventories and orders supplies or equipment; prepares and expedites purchase orders; assists in solving problems relating to orders.
- ◆ Receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Maintains journals and ledgers on sales and charges; enters data into computer.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager II	E-3	04	611

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make decisions in accordance with laws and regulations and applies them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet (*Computer Level II Exam*).
- ◆ Working knowledge of office procedures, general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes*.
- ◆ Familiarity with the operation of standard office equipment.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Six (6) years of experience in a related area, <i>with three (3) years of experience as Manager I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager III	E-3	03	612

## DEFINITION

This is responsible managerial work which may involve supervision over a medium-sized office unit or advanced managerial work of comparable responsibility. Employees in this class are responsible for a variety of tasks. This work involves the application of initiative and independent judgment. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution in which employed; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices. Assignments may require operation of computer and other equipment.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Plans, assigns, and reviews the work of a medium-sized support staff engaged in delivering support services.
- ◆ Supervises and participates in the operation of a variety of delivery services.
- ◆ Assists in the preparation of forms and statements.
- ◆ Trains employees in the operation and care of equipment in the assigned area; coordinates work activities for other employees.
- ◆ Composes routine correspondence and other material.
- ◆ Performs usual office work, such as posting, tabulating, calculating, and applying formulas to data and personnel.
- ◆ Assists supervisor in a variety of administrative detail matters and supervises office operation; performs skilled managerial tasks.
- ◆ Maintains responsibility for monies received and disbursed.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make decisions in accordance with laws and regulations and applies them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Ability to keyboard at a minimum of 50 correct (net) words per minute for 3 minutes.
- ◆ Knowledge of advanced word processing, spreadsheet, database, and desktop publishing (*Computer Level III Exam*).

JOB TITLE	LEVEL	GRADE	JOB. NO.
Manager III	E-3	03	612

- ◆ Working knowledge of office procedures; general office procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Familiarity with the operation of standard office equipment.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in business or office-related coursework. ea.
<b>Experience:</b>	Nine (9) years of experience in a related area, <i>with three (3) years of experience as Manager II.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager I	E-4	05	613

### DEFINITION

This managerial work involves supervision over a variety of tasks. The work requires application of initiative and independent judgement. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees booking, implementation of safety requirements, evaluation of event functions, and determines the appropriate setup and cleanup details needed during and after the event.
- ◆ Responsible for setting up appropriate equipment, technical assistance, and services needed during the event.
- ◆ Coordinates with custodial and security staff to assign personnel for the event.
- ◆ Maintains appropriate records for the Cherokee facility.
- ◆ Assists with preparation of purchase order requests.
- ◆ Responsible for creating an event schedule and entering data for monthly and yearly reports.
- ◆ Responsible for collecting and processing payments for all fees including rental, equipment, setup, security, tear down, and cleaning.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Provides facility access for prospective rental clients.
- ◆ Prepares reporting data and maintains oversight for storage space in the facility following all fire code policies and guidelines.
- ◆ Handles reception duties and composes routine correspondence.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Covers for the front office assisting students with admissions, registration, general advisement, and payments as directed during lunch breaks, vacations, busy enrollment periods each semester, or when not performing facility duties.
- ◆ Provides superior customer service to all internal and external clients.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned by supervisor.
- ◆ Performs other related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager I	E-4	05	613

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level I Exam*).
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes*.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Three (3) years of experience in a related area.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager II	E-3	04	614

### DEFINITION

This managerial work involves supervision over a variety of tasks. The work requires application of initiative and independent judgement. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees booking, implementation of safety requirements, evaluation of event functions, and determines the appropriate setup and cleanup details needed during and after the event.
- ◆ Responsible for setting up appropriate equipment, technical assistance, and services needed during the event.
- ◆ Coordinates with custodial and security staff to assign personnel for the event.
- ◆ Maintains appropriate records for the Cherokee facility.
- ◆ Assists with preparation of purchase order requests.
- ◆ Responsible for creating an event schedule and entering data for monthly and yearly reports.
- ◆ Responsible for collecting and processing payments for all fees including rental, equipment, setup, security, tear down, and cleaning.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Provides facility access for prospective rental clients.
- ◆ Prepares reporting data and maintains oversight for storage space in the facility following all fire code policies and guidelines.
- ◆ Handles reception duties and composes routine correspondence.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Covers for the front office assisting students with admissions, registration, general advisement, and payments as directed during lunch breaks, vacations, busy enrollment periods each semester, or when not performing facility duties.
- ◆ Provides superior customer service to all internal and external clients.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned by supervisor.
- ◆ Performs other related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager II	E-3	04	614

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level II Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level II Exam*).
- ◆ Ability to keyboard at a minimum of *40 correct (net) words per minute for 3 minutes*.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business or office-related coursework.
<b>Experience:</b>	Six (6) years of experience in a related area <i>with 3 years of experience as Facility Support Manager I required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager III	E-3	03	615

### DEFINITION

This managerial work involves supervision over a variety of tasks. The work requires application of initiative and independent judgement. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees booking, implementation of safety requirements, evaluation of event functions, and determines the appropriate setup and cleanup details needed during and after the event.
- ◆ Responsible for setting up appropriate equipment, technical assistance, and services needed during the event.
- ◆ Coordinates with custodial and security staff to assign personnel for the event.
- ◆ Maintains appropriate records for the Cherokee facility.
- ◆ Assists with preparation of purchase order requests.
- ◆ Responsible for creating an event schedule and entering data for monthly and yearly reports.
- ◆ Responsible for collecting and processing payments for all fees including rental, equipment, setup, security, tear down, and cleaning.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Provides facility access for prospective rental clients.
- ◆ Prepares reporting data and maintains oversight for storage space in the facility following all fire code policies and guidelines.
- ◆ Handles reception duties and composes routine correspondence.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Covers for the front office assisting students with admissions, registration, general advisement, and payments as directed during lunch breaks, vacations, busy enrollment periods each semester, or when not performing facility duties.
- ◆ Provides superior customer service to all internal and external clients.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned by supervisor.

- ◆ Performs other related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Facility Support Manager III	E-3	03	615

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level III Exam*).
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to keyboard at a minimum of *50 correct (net) words per minute for 3 minutes*.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in business or office-related coursework.
<b>Experience:</b>	Nine (9) years of experience in a related area <i>with 3 years of experience as Facility Support Manager II required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Theater/Facility Manager I	E-3	04	616

### DEFINITION

This managerial work involves supervision over a variety of tasks. The work requires application of initiative and independent judgement. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees booking, implementation of safety requirements, evaluation of event functions, and determines the appropriate setup and cleanup details needed during and after the event.
- ◆ Responsible for setting up appropriate equipment, technical assistance, and services needed during the event.
- ◆ Oversees the Wallace Hall Fine Arts Center box office and ticketing system.
- ◆ Collaborates with the Theatre instructor to assign duties to Theatre-scholarship students to fulfill four hours of facilities work per week.
- ◆ Works closely with community partners to advance the performing arts and other activities at the College.
- ◆ Coordinates with custodial and security staff to assign personnel for the event.
- ◆ Maintains appropriate records for the various facilities.
- ◆ Assists with preparation of purchase order requests.
- ◆ Responsible for creating an event schedule and entering data for monthly and yearly reports.
- ◆ Responsible for collecting and processing payments for all fees including rental, equipment, setup, security, tear down, and cleaning.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Provides facility access for prospective rental clients.
- ◆ Prepares reporting data.
- ◆ Maintains oversight for facilities following all fire code policies and guidelines.
- ◆ Handles reception duties and composes routine correspondence.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Orders concessions and keeps an inventory of goods.
- ◆ Assists with facility needs for student activities.
- ◆ Provides superior customer service to all internal and external clients.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned by supervisor.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Theater/Facility Manager I	E-3	04	616

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to manage a team, including technicians, ushers, box office assistants, stage managers, student workers, and other part-time staff.
- ◆ Familiarity with the operation of standard box office and theatrical equipment.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Familiarity with the operation of standard office equipment.
- ◆ Ability to create reports and settlement statements using spreadsheet software.
- ◆ Working knowledge of office procedures and records management.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to work a flexible schedule including nights and weekends.

### QUALIFICATIONS

<b>Education:</b>	Associate degree <b>required</b> .
<b>Experience:</b>	Two (2) years of experience in a related area.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Theater/Facility Manager II	E-3	03	617

### DEFINITION

This managerial work involves supervision over a variety of tasks. The work requires application of initiative and independent judgement. Employees are responsible for making decisions requiring knowledge of applicable functions, rules, and regulations of the institution; however, technical or policy problems are normally referred to supervisors for decisions or explanation. Work is reviewed by supervisor through a review of reports and general observation of daily operations for compliance with established procedures and practices.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees booking, implementation of safety requirements, evaluation of event functions, and determines the appropriate setup and cleanup details needed during and after the event.
- ◆ Responsible for setting up appropriate equipment, technical assistance, and services needed during the event.
- ◆ Coordinates with custodial and security staff to assign personnel for the event.
- ◆ Maintains appropriate records for the Cherokee facility.
- ◆ Assists with preparation of purchase order requests.
- ◆ Responsible for creating an event schedule and entering data for monthly and yearly reports.
- ◆ Responsible for collecting and processing payments for all fees including rental, equipment, setup, security, tear down, and cleaning.
- ◆ Maintains responsibility for monies received and disbursed; receipts all sales; makes charge vouchers and prepares deposits for business office.
- ◆ Provides facility access for prospective rental clients.
- ◆ Prepares reporting data and maintains oversight for storage space in the facility following all fire code policies and guidelines.
- ◆ Handles reception duties and composes routine correspondence.
- ◆ Maintains files, forms, and other materials relating to the assigned service area; completes inventory of supplies and equipment.
- ◆ Covers for the front office assisting students with admissions, registration, general advisement, and payments as directed during lunch breaks, vacations, busy enrollment periods each semester, or when not performing facility duties.
- ◆ Provides superior customer service to all internal and external clients.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other related work as assigned by supervisor.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Theater/Facility Manager II	E-3	03	617

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Ability to manage a team, including technicians, ushers, box office assistants, stage managers, student workers, and other part-time staff.
- ◆ Familiarity with the operation of standard box office and theatrical equipment.
- ◆ Ability to make minor decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to coordinate assigned activities.
- ◆ Ability to help plan and supervise the work of subordinates.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.
- ◆ Familiarity with the operation of standard office equipment.
- ◆ Ability to create reports and settlement statements using spreadsheet software.
- ◆ Working knowledge of office procedures and records management.
- ◆ Ability to establish and maintain effective working relationships with other employees and the public.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to work a flexible schedule including nights and weekends.

### QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in a related field. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Five (5) of experience in a related area <i>with 3 years of experience as Theater/Facility Manager I required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Purchasing Agent I	E-2	03	620

## DEFINITION

Employees in this class are responsible for procurement of supplies, equipment, and services necessary for the operation of the college. The primary objective is to ensure that high quality goods and services are delivered at competitive prices.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Reviews requisitions and supporting documents.
- ◆ Prepares and distributes purchase orders daily.
- ◆ Ensures purchases comply with all policies of the Alabama Community College System Board of Trustees, the Code of Alabama, and all other applicable local, federal, or state laws.
- ◆ Works directly with vendors to secure the highest quality of supplies, goods, and services at the lowest possible cost.
- ◆ Flags purchase orders in excess of \$5,000.00 to ensure the required vendor disclosure statements are obtained from applicable vendors and maintains a file of required and obtained disclosure statements.
- ◆ Develops and maintains systems to track expenditures which may require bidding.
- ◆ Corresponds with departments on purchasing rules, procedures, and guidelines.
- ◆ Scans and maintains systematic files.
- ◆ Continues the bid process in the absence of the Director of Purchasing and ensures full compliance with appropriate bid rules and regulations.
- ◆ Assists Accounts Payable with resolving problems with vendors and/or College departments regarding price, deliveries, returns, incorrect invoices, etc.
- ◆ Develops and keeps an up-to-date Purchasing Policies and Procedures Manual.
- ◆ Attends state and regional meetings to remain abreast of purchasing regulations and changes.
- ◆ Assists in planning, development, and attainment of departmental goals and plans.
- ◆ Performs related work as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of purchasing process, procedures, practices, and principles.
- ◆ Knowledge of state laws and regulations, and policies and procedures relative to purchasing procedures.
- ◆ Basic understanding of bidding, request for proposals, and request for quotations.
- ◆ Ability to read, analyze, and interpret technical information.

- ◆ Ability to perform work that encompasses technical, mathematical, or legal concepts.
- ◆ Ability to work with minimum supervision in the preparation of purchase orders.
- ◆ Ability to exercise judgment and discretion in interpreting and applying policies and procedures.
- ◆ Ability to establish and maintain effective contacts with vendors, employees, and the general public.
- ◆ Knowledge of office equipment, efficient office practices, accounting principles, and auditing procedures related to purchasing.
- ◆ Ability to maintain confidentiality of office information.
- ◆ Ability to keyboard at *40 correct (net) words a minute for 3 minutes*.
- ◆ Knowledge of word processing, databases, spreadsheets, forms and related software applications necessary to maintain files and databases (*Computer Level II Exam*).

## QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in a business-related area. Associate's degree in accounting or business <i>preferred</i> .
<b>Experience:</b>	Two (2) years of experience in accounting or purchasing in a medium to large size operation using Banner (or similar ERP computer system. Demonstrated experience in preparing purchase orders in a large size operation <i>preferred</i> .  Demonstrated experience with general business practices.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Purchasing Agent II	E-2	02	621

### DEFINITION

Employees work with minimum supervision in the procurement of supplies, equipment, and services necessary for the operation of the College. The primary objective is to ensure that high quality goods and services are delivered at competitive prices. Work involves the application of initiative and independent judgment. Employees are responsible for making decisions requiring comprehensive knowledge of state laws and policies regarding purchasing. Employees must have working knowledge of advanced computerized accounting and database programs. Work is periodically reviewed by a supervisor to determine compliance with state laws and College policies and procedures.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Reviews requisitions and supporting documents.
- ◆ Prepares and distributes purchase orders daily.
- ◆ Ensures purchases comply with all policies of the Alabama Community College System Board of Trustees, the Code of Alabama, and all other applicable local, federal, or state laws.
- ◆ Works directly with vendors to secure the highest quality of supplies, goods, and services at the lowest possible cost.
- ◆ Flags purchase orders in excess of \$5,000.00 to ensure the required vendor disclosure statements are obtained from applicable vendors and maintains a file of required and obtained disclosure statements.
- ◆ Develops and maintains systems to track expenditures which may require bidding.
- ◆ Corresponds with departments on purchasing rules, procedures, and guidelines.
- ◆ Scans and maintains systematic files.
- ◆ Prepares and awards bid in compliance with Alabama State Competitive Bid Law.
- ◆ Assists Accounts Payable with resolving problems with vendors and/or College departments regarding price, deliveries, returns, incorrect invoices, etc.
- ◆ Develops and keeps an up-to-date Purchasing Policies and Procedures Manual.
- ◆ Attends state and regional meetings to remain abreast of purchasing regulations and changes.
- ◆ Assists in planning, development, and attainment of departmental goals and plans.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Purchasing Agent II	E-2	02	621

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of purchasing process, procedures, practices, and principles.
- ◆ Knowledge of state laws and regulations, and policies and procedures relative to purchasing procedures.
- ◆ Broad understanding of bidding, request for proposals, and request for quotations.
- ◆ Ability to read, analyze, and interpret technical information.
- ◆ Ability to perform work that encompasses technical, mathematical, or legal concepts.
- ◆ Ability to work with minimum supervision in the preparation of purchase orders.
- ◆ Ability to exercise judgment and discretion in interpreting and applying policies and procedures.
- ◆ Ability to establish and maintain effective contacts with vendors, employees, and the general public.
- ◆ Knowledge of office equipment, efficient office practices, accounting principles, and auditing procedures related to purchasing.
- ◆ Ability to maintain confidentiality of office information.
- ◆ Ability to keyboard at *40 correct (net) words a minute for 3 minutes*.
- ◆ Knowledge of word processing, databases, spreadsheets, forms and related software applications necessary to maintain files and databases (*Computer Level III Exam*).

### QUALIFICATIONS

<b>Education:</b>	Bachelor's Degree required, preferably in accounting or business.
<b>Experience:</b>	Five (5) years of experience in accounting or purchasing in a medium to large size operation using Banner (or similar ERP computer system, <i>with three (3) years of experience as Purchasing Agent I</i> . Demonstrated experience in preparing purchase orders in a large size operation <i>preferred</i> . Demonstrated experience with general business practices.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Business Services Analyst I	E-2	3	625

### DEFINITION

This is business services work involving the management of projects, bids, and functions of the College. Work usually includes business functions calling for the application of professional judgment in making decisions regarding interpretation of procedures and regulations, maintaining inventory, and light accounting for various business services.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Analyzes correspondence, audit and investigation reports, and other records for completeness and accuracy to determine sufficiency of information and compliance with Federal and State laws; handles related correspondence by letter, telephone, or e-mail.
- ◆ Prepares required reports for State agencies including Alabama Community College System, ACHE, etc.
- ◆ Maintains equipment inventory including sale or disposal of inventory.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Assists Dean of Financial and Administrative Services with special projects as assigned.
- ◆ Manages insurance and risk; serves as the liaison with insurance agencies and adjusters. Manages notes on insurance claims and potential claims.
- ◆ Manages and develops budget for vending services. Resolves complaints in connection with vending.
- ◆ Administers auxiliary services as assigned.
- ◆ Manages and develops budget for utilities for all campuses.
- ◆ Analyzes utility costs.
- ◆ Maintains building inventory for entire college.
- ◆ Updates campus maps.
- ◆ Maintains uniform facility lease agreements
- ◆ Performs light accounting duties required as budget manager.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Business Services Analyst I	E-2	3	625

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to prepare complete and accurate accounting reports and statements of moderate difficulty
- ◆ Ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately
- ◆ Ability to interpret and adapt complex regulations relating to job
- ◆ Ability to set priorities and complete work with minimum supervision
- ◆ Effective oral and written communication skills
- ◆ Knowledge of current software and in-house computer programs
- ◆ Knowledge of construction/capital projects
- ◆ Knowledge of insurance
- ◆ Ability to make business decisions in the best interest of the College
- ◆ Ability to maintain effective working relationships with students, other employees, and the public
- ◆ Ability to maintain confidentiality of office information
- ◆ Ability to perform simple accounting functions as needed

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business, computers, or related field
<b>Experience:</b>	Three (3) years of work experience in business/computer or related area
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Business Services Analyst II	E-2	2	626

## DEFINITION

This is business services work involving the management of projects, bids, and functions of the College. Work usually includes business functions calling for the application of professional judgment in making decisions regarding interpretation of procedures and regulations, maintaining inventory, and light accounting for various business services.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Analyzes correspondence, audit and investigation reports, and other records for completeness and accuracy to determine sufficiency of information and compliance with Federal and State laws; handles related correspondence by letter, telephone, or e-mail.
- ◆ Prepares required reports for State agencies including Alabama Community College System, ACHE, etc.
- ◆ Maintains equipment inventory including sale or disposal of inventory.
- ◆ Operates a computer, scanner, or calculator as required.
- ◆ Assists Dean of Financial and Administrative Services with special projects as assigned.
- ◆ Manages insurance and risk; serves as the liaison with insurance agencies and adjusters. Manages notes on insurance claims and potential claims.
- ◆ Manages and develops budget for vending services. Resolves complaints in connection with vending.
- ◆ Administers auxiliary services as assigned.
- ◆ Manages and develops budget for utilities for all campuses.
- ◆ Analyzes utility costs.
- ◆ Maintains building inventory for entire college.
- ◆ Updates campus maps.
- ◆ Maintains uniform facility lease agreements
- ◆ Performs light accounting duties required as budget manager.
- ◆ Responsible for SACSCOC compliance and specialty accreditation compliance of all programs/services in assigned division/department.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to prepare complete and accurate accounting reports and statements of moderate difficulty
- ◆ Ability to perform detailed work involving written or numerical data and to make mathematical calculations rapidly and accurately
- ◆ Ability to interpret and adapt complex regulations relating to job
- ◆ Ability to set priorities and complete work with minimum supervision
- ◆ Effective oral and written communication skills
- ◆ Knowledge of current software and in-house computer programs
- ◆ Knowledge of construction/capital projects
- ◆ Knowledge of insurance
- ◆ Ability to make business decisions in the best interest of the College
- ◆ Ability to maintain effective working relationships with students, other employees, and the public
- ◆ Ability to maintain confidentiality of office information
- ◆ Ability to perform simple accounting functions as needed

## QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 21 semester hours in business, computers, or related field. Ten (10) hours of job related professional development activities in the past 3 years.
<b>Experience:</b>	Six (6) years of work experience in business/computer or related area, <i>with three (3) years of experience as Business Services Analyst I</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Work Based Learning Specialist I	E-2	03	630

### **DEFINITION**

An employee in this classification will assist technical students with enrolling into co-op/apprenticeship classes, recruit for FAME and all GSCC Career Technical Education programs, assist employers with filling job vacancies, and prepare appropriate reports.

### **WORK ASSIGNMENTS MAY INCLUDE:**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists technical students with enrolling into co-op/apprenticeship classes.
- ◆ Establishes partnerships with high school counselors, career tech coaches, work based learning teacher/co-op instructor to recruit for FAME and all GSCC Career Technical Education programs.
- ◆ Assists employers with job vacancies by posting on website, sending notices to appropriate instructors/divisions, etc., and contacting potential applicants by phone, e-mail, or written correspondence.
- ◆ Advises students on job opportunities according to qualifications.
- ◆ Prepares job listings and emails to GSCC employees, students, graduates, and community members.
- ◆ Prepares placement reports for statistical and informational purposes for area employers and potential students.
- ◆ Coordinates and schedules on-campus interviews for local employers.
- ◆ Makes presentations to classes regarding job search information, career development, and other services offered.
- ◆ Arranges and coordinates yearly career fairs on multiple campuses.
- ◆ Maintains ongoing database of employers, students, and graduates.
- ◆ Assists in supervision of work study students and performs necessary documentation of hours worked, time sheets, etc.
- ◆ Provides students with individual and group assistance in defining career and academic options, developing employment skills, and job-search procedures.
- ◆ Participates in developing marketing strategies designed to increase program service participation.
- ◆ Attends conferences and workshops designed to assist in expanding services offered and meeting the needs of students/graduates and employers.
- ◆ Serves on various college and community committees as needed.
- ◆ Coordinates dissemination and collection of midterm and final employer evaluation of co-op/apprenticeship students.
- ◆ Assists with the collection of FAME applications and the evaluation of applicant transcripts to determine program eligibility.
- ◆ Completes required information in AGS Prime to enroll qualified participants into ALAMAP program.
- ◆ Provides quarterly update and data communications for ALAMAP.
- ◆ Monitors academic progress of co-op/apprenticeship students on a bi-weekly basis.
- ◆ Complies with all policies of Alabama Community College System and the College.
- ◆ Performs other related duties that may be assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Work Based Learning Specialist I	E-2	03	630

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Strong oral and written communication, presentation, and organizational skills.
- ◆ Knowledge of career technical education programs and co-op/apprenticeship curriculum.
- ◆ Knowledge of current employment policies and procedures.
- ◆ Knowledge of current software including Microsoft Office Suite.
- ◆ Ability to assist individuals with college career decisions and career developmental concerns.
- ◆ Ability to assist individuals in identifying influencing factors in college and career decision making.
- ◆ Ability to set priorities and complete work with minimum supervision.
- ◆ Ability to gather data and compile placement reports.
- ◆ Ability to maintain effective working relationships with students, other employees, and the public.

## QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in business, education, or related field. <i>Associate Degree preferred.</i>
<b>Experience:</b>	Three (3) years of full-time work experience in career technical education, job placement, or related field.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Work Based Learning Specialist II	E-2	02	631

## DEFINITION

An employee in this classification will assist technical students with enrolling into co-op/apprenticeship classes, recruit for FAME and all GSCC Career Technical Education programs, assist employers with filling job vacancies, and prepare appropriate reports.

## WORK ASSIGNMENTS MAY INCLUDE:

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists technical students with enrolling into co-op/apprenticeship classes.
- ◆ Establishes partnerships with high school counselors, career tech coaches, work based learning teacher/co-op instructor to recruit for FAME and all GSCC Career Technical Education programs.
- ◆ Assists employers with job vacancies by posting on website, sending notices to appropriate instructors/divisions, etc., and contacting potential applicants by phone, e-mail, or written correspondence.
- ◆ Advises students on job opportunities according to qualifications.
- ◆ Prepares job listings and emails to GSCC employees, students, graduates, and community members.
- ◆ Prepares placement reports for statistical and informational purposes for area employers and potential students.
- ◆ Coordinates and schedules on-campus interviews for local employers.
- ◆ Makes presentations to classes regarding job search information, career development, and other services offered.
- ◆ Arranges and coordinates yearly career fairs on multiple campuses.
- ◆ Maintains ongoing database of employers, students, and graduates.
- ◆ Assists in supervision of work study students and performs necessary documentation of hours worked, time sheets, etc.
- ◆ Provides students with individual and group assistance in defining career and academic options, developing employment skills, and job-search procedures.
- ◆ Participates in developing marketing strategies designed to increase program service participation.
- ◆ Attends conferences and workshops designed to assist in expanding services offered and meeting the needs of students/graduates and employers.
- ◆ Serves on various college and community committees as needed.
- ◆ Coordinates dissemination and collection of midterm and final employer evaluation of co-op/apprenticeship students.
- ◆ Assists with the collection of FAME applications and the evaluation of applicant transcripts to determine program eligibility.
- ◆ Completes required information in AGS Prime to enroll qualified participants into ALAMAP program.
- ◆ Provides quarterly update and data communications for ALAMAP.

- ◆ Monitors academic progress of co-op/apprenticeship students on a bi-weekly basis.
- ◆ Complies with all policies of Alabama Community College System and the College.
- ◆ Performs other related duties that may be assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Strong oral and written communication, presentation, and organizational skills.
- ◆ Knowledge of career technical education programs and co-op/apprenticeship curriculum.
- ◆ Knowledge of current employment policies and procedures.
- ◆ Knowledge of current software including Microsoft Office Suite.
- ◆ Ability to assist individuals with college career decisions and career developmental concerns.
- ◆ Ability to assist individuals in identifying influencing factors in college and career decision making.
- ◆ Ability to set priorities and complete work with minimum supervision.
- ◆ Ability to gather data and compile placement reports.
- ◆ Ability to maintain effective working relationships with students, other employees, and the public.

## QUALIFICATIONS

<b>Education:</b>	Three (3) years of postsecondary education with a minimum of 15 semester hours in business, education, or related field. Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Six (6) years of full-time work experience in career technical education, job placement, or related field, <i>with three (3) years' experience as Work Based Learning Specialist I required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Court Reporting Technician I	E-3	04	640

### DEFINITION

Employees assist instructors and students in the Court Reporting Program.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Types correspondence, articles, reports, forms, syllabi, tests, schedules, tabulations, bulletins, manuals, and other documents from copy or rough drafts in an acceptable format.
- ◆ Receives and routes incoming and outgoing mail.
- ◆ Answers and routes incoming calls; schedules appointments for supervisor.
- ◆ Maintains files of tests, reports, records, correspondence, and other materials according to established classifications; maintains manuals, books of procedure, bulletins, and equipment inventories.
- ◆ Checks students' laboratory work (reads steno notes).
- ◆ Monitors during tests.
- ◆ Maintains up-to-date dictation.
- ◆ Maintains database of students and graduates.
- ◆ Coordinates the duplication of materials.
- ◆ Prepares transcripts for Moot Court.
- ◆ Assigns stenograph machines and maintains log.
- ◆ Arranges for cleaning and/or overhaul of stenograph machines and other equipment.
- ◆ Assists with NCRA RPR/RMR/CRR testing.
- ◆ Assists with Alabama CCR testing.
- ◆ Attends college fairs/career days.
- ◆ Visits high schools and civic organizations for recruiting purposes.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Court Reporting Technician I	E-3	04	640

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of word processing and spreadsheet software (*Computer Level I Exam*).
- ◆ Ability to use the telephone effectively.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to learn assigned secretarial tasks readily and to adhere to prescribed routines.
- ◆ Ability to read stenotype notes and assist in timed dictation.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years' postsecondary education with a minimum of 15 semester hours in Court Reporting.
<b>Experience:</b>	Two (2) years' experience in a related field.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Court Reporting Technician II	E-3	03	641

### DEFINITION

Employees assist instructors and student in the Court Reporting Program.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Types correspondence, articles, reports, forms, syllabi, schedules, tabulations, bulletins, manuals, and other documents from copy or rough drafts in an acceptable format.
- ◆ Receives and routes incoming and outgoing mail.
- ◆ Answers and routes incoming calls; schedules appointments for supervisor.
- ◆ Maintains files of tests, reports, records, correspondence, and other materials according to established classifications; maintains manuals, books of procedure, bulletins, and equipment inventories.
- ◆ Checks students' laboratory work (reads steno notes), vocabulary, and current events.
- ◆ Makes out all proofreading exams, theory review exams, and vocabulary assignments.
- ◆ Checks all proofreading exams, theory review exams, realtime accuracy, and all other exams as needed.
- ◆ Keeps all labs organized and computer updates.
- ◆ Marks dictation material at various speeds and keeps all dictation material organized.
- ◆ Monitors during tests.
- ◆ Maintains up-to-date dictation.
- ◆ Maintains database of students and graduates.
- ◆ Coordinates the duplication of materials.
- ◆ Prepares transcripts for Moot Court.
- ◆ Assigns stenograph machines and maintains log.
- ◆ Arranges for cleaning and/or overhaul of stenograph machines and other equipment.
- ◆ Assists with NCRA RPR/RMR/CRR testing.
- ◆ Assists with Alabama CCR testing.
- ◆ Attends college fairs/career days.
- ◆ Visits high schools and civic organizations for recruiting purposes.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Court Reporting Technician II	E-3	03	641

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet (*Computer Level II Exam*).
- ◆ Ability to write and understanding machine shorthand theory.
- ◆ Ability to use the telephone effectively.
- ◆ Ability to understand and follow oral and written instructions.
- ◆ Ability to learn assigned secretarial tasks readily and to adhere to prescribed routines.
- ◆ Ability to read stenotype notes and assist in timed dictation.
- ◆ Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years' postsecondary education of with a minimum of 15 semester hours in Court Reporting.  Certified Shorthand Reporter
<b>Experience:</b>	Five (5) years' experience in a related field, <i>with three (3) years of experience as Court Reporting Technician I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Adult Education Instructional Specialist I	E-2	03	650

### DEFINITION

The Adult Education Instructional Specialist 1 is responsible to the Director of Adult Education Services. Provides instructional leadership and accountability in the Adult Education Department. Hires new employees, quarterly classroom monitoring, mentoring and training new employees, evaluates instructional practices and procedures, collaborates with Workforce Development personnel, develops partnerships with business and industry to assist in promoting the Manufacturing Skill Standards Council (MSSC) and Ready to Work programs. Provides direct, on-site daily supervision of instructors.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists with planning and conducting professional development that aligns with local, state, and federal mandates for staff in collaboration with the Director of Adult Education
- ◆ Assist the Director of Adult Education in strategic planning, staff development, implementation, and evaluation of programs and instruction leading to continuous improvement
- ◆ Assist in the evaluation of staff under the supervision of the Director
- ◆ Provides leadership in literacy, adult basic education, GED test preparation, English language acquisition, family literacy, integrated English literacy, and civic education, integrated education and training, including career pathways, workplace literacy, and workforce preparation, including the National Career Readiness Certificate, and Ready to Work (RTW) skills integration.
- ◆ Develop and implement new career pathways for our students (i.e. MSSC)
- ◆ Write grants to provide funding for Adult Education
- ◆ Coordinate the development and implementation of Integrated Education and Training (IET) opportunities
- ◆ Establish and maintain records for all career pathways, and IET
- ◆ Is knowledgeable of reading, writing, and/or math instructional strategies.
- ◆ Promotes and recruit's students to the Adult Education program
- ◆ Assures that instructor's lesson plans are aligned with CCR Standards that integrate instruction across content areas.
- ◆ Monthly monitors and evaluates Measurable Skill Gains(MSG) and Educational Functioning Levels (EFL) by class
- ◆ Works with colleagues to develop and evaluate curriculum and materials.
- ◆ Integrates work, family, and community-related activities into Adult Education program
- ◆ Administers and interprets appropriate placement and diagnostic tests.
- ◆ Completes documentation for various grants
- ◆ Assist in navigating students through the college admissions process (admissions application, transcript requests, placement testing, FAFSA, WIOA, scholarship applications, etc.)

JOB TITLE	LEVEL	GRADE	JOB. NO.
Adult Education Instructional Specialist I	E-2	03	650

- ◆ Use formal and informal assessment data to monitor and document program progress.
- ◆ Collects and manages accurate data for program improvement and accountability.
- ◆ Participates in the retention and follow-up of students.
- ◆ Maintains knowledge of program regulations, policy, and procedures.
- ◆ Comply with all policies of the College, the Alabama Community College System and the ACCS Board of Trustees.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Minimum Bachelor's Degree in education or a content-related field (preferably in elementary or secondary education or related field)
- ◆ Excellent oral, written and interpersonal skills
- ◆ A commitment to the teaching-learning process of the community college and the open-door admission process
- ◆ Minimum of five years' experience in Adult Education
- ◆ Excellent skills in multi-tasking, organization, and analysis of data
- ◆ Familiar with business and industry in the College's service area
- ◆ Extensive knowledge of Adult Education and the Alabama Education System for Accountability and Performance (AAESAP) Program
- ◆ Current Teaching Certification in Elementary or Secondary Education preferred, but not required.
- ◆ Required to work 40 hours per week, five days a week.
- ◆ Weekly local travel is required with this position.
- ◆ Flexible hours may be required.
- ◆ Attend all professional development opportunities provided by Gadsden State Community College and community education staff, including attendance at the Annual Adult Education Summer Conference and Gadsden State In-Service.

### QUALIFICATIONS

<b>Education:</b>	<p>Bachelor's Degree in education or a content-related field (preferably in elementary or secondary education or related field)</p> <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> <li>• Current Teaching Certification in Elementary or Secondary Education preferred, but not required.</li> <li>• Certification in Manufacturing Skill Standards Council (MSSC) Certified Production Technician (CPT)</li> <li>• Familiar with Ready to Work Program</li> <li>• Familiar with High School Diploma Options</li> </ul>
<b>Experience:</b>	Five (5) years of experience in Adult Education <b>required.</b>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Adult Education Instructional Specialist II	E-2	02	651

### DEFINITION

The Adult Education Instructional Specialist 1 is responsible to the Director of Adult Education Services. Provides instructional leadership and accountability in the Adult Education Department. Hires new employees, quarterly classroom monitoring, mentoring and training new employees, evaluates instructional practices and procedures, collaborates with Workforce Development personnel, develops partnerships with business and industry to assist in promoting the Manufacturing Skill Standards Council (MSSC) and Ready to Work programs. Provides direct, on-site daily supervision of instructors.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Assists with planning and conducting professional development that aligns with local, state, and federal mandates for staff in collaboration with the Director of Adult Education
- ◆ Assist the Director of Adult Education in strategic planning, staff development, implementation, and evaluation of programs and instruction leading to continuous improvement
- ◆ Assist in the evaluation of staff under the supervision of the Director
- ◆ Provides leadership in literacy, adult basic education, GED test preparation, English language acquisition, family literacy, integrated English literacy, and civic education, integrated education and training, including career pathways, workplace literacy, and workforce preparation, including the National Career Readiness Certificate, and Ready to Work (RTW) skills integration.
- ◆ Develop and implement new career pathways for our students (i.e. MSSC)
- ◆ Write grants to provide funding for Adult Education
- ◆ Coordinate the development and implementation of Integrated Education and Training (IET) opportunities
- ◆ Establish and maintain records for all career pathways, and IET
- ◆ Is knowledgeable of reading, writing, and/or math instructional strategies.
- ◆ Promotes and recruit's students to the Adult Education program
- ◆ Assures that instructor's lesson plans are aligned with CCR Standards that integrate instruction across content areas.
- ◆ Monthly monitors and evaluates Measurable Skill Gains(MSG) and Educational Functioning Levels (EFL) by class
- ◆ Works with colleagues to develop and evaluate curriculum and materials.
- ◆ Integrates work, family, and community-related activities into Adult Education program
- ◆ Administers and interprets appropriate placement and diagnostic tests.
- ◆ Completes documentation for various grants
- ◆ Assist in navigating students through the college admissions process (admissions application, transcript requests, placement testing, FAFSA, WIOA, scholarship applications, etc.)

JOB TITLE	LEVEL	GRADE	JOB. NO.
Adult Education Instructional Specialist II	E-2	02	651

- ◆ Use formal and informal assessment data to monitor and document program progress.
- ◆ Collects and manages accurate data for program improvement and accountability.
- ◆ Participates in the retention and follow-up of students.
- ◆ Maintains knowledge of program regulations, policy, and procedures.
- ◆ Comply with all policies of the College, the Alabama Community College System and the ACCS Board of Trustees.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Minimum Bachelor's Degree in education or a content-related field (preferably in elementary or secondary education or related field)
- ◆ Excellent oral, written and interpersonal skills
- ◆ A commitment to the teaching-learning process of the community college and the open-door admission process
- ◆ Minimum of five years' experience in Adult Education
- ◆ Excellent skills in multi-tasking, organization, and analysis of data
- ◆ Familiar with business and industry in the College's service area
- ◆ Extensive knowledge of Adult Education and the Alabama Education System for Accountability and Performance (AAESAP) Program
- ◆ Current Teaching Certification in Elementary or Secondary Education preferred, but not required.
- ◆ Required to work 40 hours per week, five days a week.
- ◆ Weekly local travel is required with this position.
- ◆ Flexible hours may be required.
- ◆ Attend all professional development opportunities provided by Gadsden State Community College and community education staff, including attendance at the Annual Adult Education Summer Conference and Gadsden State In-Service.

### QUALIFICATIONS

<b>Education:</b>	<p>Bachelor's Degree in education or a content-related field (preferably in elementary or secondary education or related field)</p> <ul style="list-style-type: none"> <li>• Current Teaching Certification in Elementary or Secondary Education required.</li> <li>• Certification in Manufacturing Skill Standards Council (MSSC) Certified Production Technician (CPT)</li> <li>• Familiar with Ready to Work Program</li> <li>• Familiar with High School Diploma Options</li> </ul>
<b>Experience:</b>	<p>Eight (8) years of experience in Adult Education <i>with 3 years of experience as Adult Education Instructional Specialist I required.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

JOB TITLE	LEVEL	GRADE	JOB. NO.
Biology Lab Supervisor I	E-2	03	680

### DEFINITION

Employees conduct or assist instructors in labs for biology classes.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Supervises biology labs and biology students as necessary.
- ◆ Supervises biology lab assistants.
- ◆ Organizes and maintains inventory of biology supplies for general biology, anatomy and microbiology labs at all campuses.
- ◆ Coordinates with biology faculty at all campuses to determine lab needs.
- ◆ Orders general biology, anatomy and microbiology lab supplies for all campuses.
- ◆ Coordinates with faculty in setting up and taking down assigned biology labs in accordance with the design for experiments.
- ◆ Assists faculty as needed in the implementation of their biology course lab activities.
- ◆ Conducts routine prep work for microbiology labs.
- ◆ Conducts routine maintenance of microbiology autoclave.
- ◆ Sets up lab for evening instructors at the Gadsden campus.
- ◆ Makes sure lab is cleaned and equipment is put away correctly after each lab at the Gadsden campus.
- ◆ Assists in setting up, giving, and taking down standardized lab practicals for all biology courses at the Gadsden campus.
- ◆ Keeps student lab manuals current and up-to-date.
- ◆ Assists faculty in development of new lab activities.
- ◆ Maintains computers in biology labs with any needed information and software.
- ◆ Maintains required office hours.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience with using and maintaining autoclave preferred
- ◆ Excellent oral, written, and interpersonal skills
- ◆ Technical writing experience preferred
- ◆ Good organizational skills
- ◆ Experience with maintaining inventory of lab equipment and supplies
- ◆ Successful problem-solving skills
- ◆ Ability to work independently.

JOB TITLE	LEVEL	GRADE	JOB. No.
Biology Lab Supervisor I	E-2	03	680

### QUALIFICATIONS

<b>Education:</b>	Bachelor's degree in biology or related field <b>required</b> . Master's level biology coursework preferred.
<b>Experience:</b>	One (1) year of experience in managing biology labs <b>required</b> .
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Biology Lab Supervisor II	E-2	02	681

### DEFINITION

Employees conduct or assist instructors in labs for biology classes.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Instructs biology labs as assigned.
- ◆ Supervises biology lab assistants.
- ◆ Organizes and maintains storage rooms for biology supplies and equipment at all campuses.
- ◆ Orders biology lab supplies for all campuses.
- ◆ Cooperates with faculty in setting up and taking down assigned biology labs in accordance with the design for experiments.
- ◆ Sets up lab for evening instructors at the Gadsden campus.
- ◆ Makes sure lab is cleaned and equipment is put away correctly after each lab at the Gadsden campus.
- ◆ Grades lab assignments as requested by instructor.
- ◆ Assists in setting up, giving, and taking down standardized lab practicals for all biology courses at the Gadsden campus.
- ◆ Keeps anatomy and physiology lab at the Gadsden campus open (based on class times) for open lab for students.
- ◆ Maintains biology computer lab.
- ◆ Maintains required office hours.
- ◆ Maintains all biology labs at all campuses.
- ◆ Keeps biology computer lab up to date; makes sure all computers are working correctly at all times.
- ◆ Assists biology instructors using digital microscope in taking pictures/making slides for traditional and online classes.
- ◆ Coordinates all biology courses and lab room schedules at Gadsden campus and has at least one hour of open lab for each course each week. Lab manager stays in lab with students.
- ◆ Keeps anatomy and physiology lab at Gadsden campus open at least two Friday afternoons each month for students to study. Lab manager stays in lab to answer questions.
- ◆ Sets up and coordinates biology labs for on-line student campus visits.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Biology Lab Supervisor II	E-2	02	681

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience in setting up lab practicals for all biology courses **required**.
- ◆ Ability to assist students in open biology study labs **required**.

### QUALIFICATIONS

<b>Education:</b>	Bachelor's degree in biology <b>required</b> . Ten (10) hours of job related professional development activities in the last 3 years.
<b>Experience:</b>	Four (4) years' experience in a biology lab, <i>with three (3) years of experience as Biology Lab Supervisor I.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Financial Aid Supervisor I	E-2	03	690

### DEFINITION

Employees in this category assist the Financial Aid Director in the development and implementation of policies and practices including automation and electronic initiatives. The Supervisor assists the Financial Aid Director in the preparation and management of financial aid budget and supervises support and part-time personnel in the absence of the Financial Aid Director. This person manages scholarship program in the absence of the Scholarship Coordinator.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Supervises support and part-time personnel in the absence of the Financial Aid Director.
- ◆ Manages scholarship program in the absence of the Scholarship Coordinator.
- ◆ Assists the Financial Aid Director in the development and implementation of policies and practices including automation and electronic initiatives.
- ◆ Assists the Financial Aid Director in the preparation and management of financial aid budget.
- ◆ Conducts financial aid presentations and advises students about the various financial aid programs available and in applying for assistance.
- ◆ Serves as Chair of Financial Aid Appeal Committee.
- ◆ Assists in coordinating disbursement of financial aid funds with the business office and computer center.
- ◆ Coordinates with Student Support Services to award and disburse the Student Support Services grant.
- ◆ Prepares purchase orders for supplies and equipment for the department and coordinates supply needs on other campuses.
- ◆ Coordinates the duplication of materials for the department.
- ◆ Electronically updates student's financial aid data.
- ◆ Awards financial aid to students.
- ◆ Reviews, monitors, and updates online financial aid database.
- ◆ Schedules meetings and appointments.
- ◆ Maintains files of reports, records, correspondence, and other materials.
- ◆ Participates as requested in professional development activities.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Financial Aid Supervisor I	E-2	03	690

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of financial aid programs and regulations.
- ◆ Effective oral and written communication skills.
- ◆ Ability to make decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.

### QUALIFICATIONS

<b>Education:</b>	Associate's degree with 15 semester hours in business or other related area..
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Five (5) years' federal or state financial aid experience <b>required</b>.</li> <li>• Experience working with students from diverse backgrounds <b>required</b>.</li> <li>• Three years' supervisory/administrative experience <i>preferred</i>.</li> </ul>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Financial Aid Supervisor II	E-2	02	691

### **DEFINITION**

Employees in this category assist the Financial Aid Director in the development and implementation of policies and practices including automation and electronic initiatives. The Supervisor assists the Financial Aid Director in the preparation and management of financial aid budget and supervises support and part-time personnel in the absence of the Financial Aid Director. This person manages scholarship program in the absence of the Scholarship Coordinator.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Conducts financial aid presentations and advises students about the various financial aid programs available and in applying for assistance.
- ◆ Serves as Chair of Financial Aid Appeal Committee.
- ◆ Assists in coordinating disbursement of financial aid funds with the business office and computer center.
- ◆ Develops and maintains a funds disbursement and departmental activity calendar.
- ◆ Provides training for professional staff.
- ◆ Coordinates with Student Support Services to award and disburse the Student Support Services grant.
- ◆ Prepares purchase orders for supplies and equipment for the department and coordinates supply needs on other campuses.
- ◆ Coordinates the duplication of materials for the department.
- ◆ Electronically updates student's financial aid data.
- ◆ Awards financial aid to students.
- ◆ Reviews, monitors, and updates online financial aid database.
- ◆ Schedules meetings and appointments.
- ◆ Maintains files of reports, records, correspondence, and other materials.
- ◆ Participates as requested in professional development activities.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Effective oral and written communication skills.
- ◆ Ability to make decisions in accordance with regulations and apply them to work problems.
- ◆ Ability to understand and carry out moderately complex oral and written instructions.

JOB TITLE	LEVEL	GRADE	JOB. No.
Financial Aid Supervisor II	E-2	02	691

### QUALIFICATIONS

<b>Education:</b>	<p>Three years of postsecondary education degree with 21 semester hours in business or other related area.</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Eight (8) years' federal or state financial aid experience, <i>with three (3) years' experience as Financial Aid Supervisor I.</i></li> <li>• Experience working with students from diverse backgrounds <b>required.</b></li> <li>• Three years' supervisory/administrative experience <b>required.</b></li> </ul>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Web Design/Social Media Specialist I	E-4	05	695

### **DEFINITION**

As a member of the Public Relations and Marketing Department, this position is responsible for overseeing website redesign and maintenance as well as periodic graphic design, photography, and social media responsibility.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees the website redesign, including updating and managing content for all departments, divisions and programs at Gadsden State.
- ◆ Maintains the website for Gadsden State, including the maintenance, design and layout for website pages, as needed. This includes all areas of the College for which web pages are appropriate.
- ◆ Maintains continuity of themes, design layout, streamline navigation and increase online presence to potential students.
- ◆ Reports search engine analytics and website analytics to maximize traffic to the website.
- ◆ Works closely with members of the PR & Marketing team in the preparation of artwork for webpage design.
- ◆ Assists with designs and posts for Gadsden State's social media presence, including but not limited to Facebook, Twitter and Instagram.
- ◆ Assists with design and layout of flyers and brochures as needed.
- ◆ Creates, organizes, and maintains online photo gallery and internal photo archives. Serves as photographer as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Perform other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Effective oral and written communication skills.
- ◆ Extensive knowledge of Microsoft Office software packages (Word, Excel, Publisher and Power Point) and Adobe Creative Suite (Photoshop, Illustrator, Acrobat, InDesign).
- ◆ Working knowledge of HTML language with the ability to use web editing/design software as well as work within a content management system and train users.
- ◆ Ability to handle multiple assignments on time and in a calm and professional manner.
- ◆ Ability to work effectively in a team environment.
- ◆ Knowledge and use of digital and video cameras as well as photo- and video-editing software.

- ◆ Knowledge of different file formats and resolutions to be used for specific purposes (printing and digital).

JOB TITLE	LEVEL	GRADE	JOB. NO.
Web Design/Social Media Specialist I	E-4	05	695

- ◆ Knowledge of copyright laws.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to utilize email systems to communicate information.
- ◆ Ability to respond to downtime by taking responsibility to do other work.
- ◆ Ability to focus on detail.
- ◆ Willingness and desire to learn and apply new skills.
- ◆ Ability to meet tight deadlines and follow through to complete assignments.

### QUALIFICATIONS

<b>Education:</b>	Two (2) years of postsecondary education from an accredited institution with a minimum of 15 semester hours in graphic design* <b>OR</b> Two (2) years of postsecondary education from an accredited institution**
<b>Experience:</b>	* Minimum of three (3) years of multimedia experience. <b>OR</b> ** Minimum of five (5) years graphic design and/or multimedia experience.
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Web Design/Social Media Specialist II	E-3	04	696

### DEFINITION

As a member of the Public Relations and Marketing Department, this position is responsible for overseeing website redesign and maintenance as well as periodic graphic design, photography, and social media responsibility.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees the website redesign, including updating and managing content for all departments, divisions and programs at Gadsden State.
- ◆ Maintains the website for Gadsden State, including the maintenance, design and layout for website pages, as needed. This includes all areas of the College for which web pages are appropriate.
- ◆ Maintains continuity of themes, design layout, streamline navigation and increase online presence to potential students.
- ◆ Reports search engine analytics and website analytics to maximize traffic to the website.
- ◆ Works closely with members of the PR & Marketing team in the preparation of artwork for webpage design.
- ◆ Assists with designs and posts for Gadsden State's social media presence, including but not limited to Facebook, Twitter and Instagram.
- ◆ Assists with design and layout of flyers and brochures as needed.
- ◆ Creates, organizes, and maintains online photo gallery and internal photo archives. Serves as photographer as needed.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Web Design/Social Media Specialist II	E-3	04	696

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Extensive knowledge of Microsoft Office software packages (Word, Excel, Publisher and Power Point) and Adobe Creative Suite (Photoshop, Illustrator, Acrobat, InDesign).
- ◆ Working knowledge of HTML language with the ability to use web editing/design software as well as work within a content management system and train users.
- ◆ Ability to handle multiple assignments on time and in a calm and professional manner.
- ◆ Ability to work effectively in a team environment.
- ◆ Knowledge and use of digital and video cameras as well as photo- and video-editing software.
- ◆ Knowledge of different file formats and resolutions to be used for specific purposes (printing and digital).
- ◆ Knowledge of copyright laws.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to utilize email systems to communicate information.
- ◆ Ability to respond to downtime by taking responsibility to do other work.
- ◆ Ability to focus on detail.
- ◆ Willingness and desire to learn and apply new skills.
- ◆ Ability to meet tight deadlines and follow through to complete assignments

### QUALIFICATIONS

<b>Education:</b>	<p>Two (2) years of postsecondary education from an accredited institution with a minimum of 15 semester hours in graphic design*</p> <p><b>OR</b></p> <p>Two (2) years of postsecondary education from an accredited institution**</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<p>Minimum of six (6*) or eight (8**) years of experience <i>with three (3) years of experience as Web Design/Social Media Specialist I.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

JOB TITLE	LEVEL	GRADE	JOB. NO.
Web Design/Social Media Specialist III	E-3	03	697

### DEFINITION

As a member of the Public Relations and Marketing Department, this position is responsible for overseeing website redesign and maintenance as well as periodic graphic design, photography, and social media responsibility.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Oversees the website redesign, including updating and managing content for all departments, divisions and programs at Gadsden State.
- ◆ Maintains the website for Gadsden State, including the maintenance, design and layout for website pages, as needed. This includes all areas of the College for which web pages are appropriate.
- ◆ Maintains continuity of themes, design layout, streamline navigation and increase online presence to potential students.
- ◆ Reports search engine analytics and website analytics to maximize traffic to the website.
- ◆ Works closely with members of the PR & Marketing team in the preparation of artwork for webpage design.
- ◆ Assists with designs and posts for Gadsden State's social media presence, including but not limited to Facebook, Twitter and Instagram.
- ◆ Assists with design and layout of flyers and brochures as needed.
- ◆ Creates, organizes, and maintains online photo gallery and internal photo archives. Serves as photographer as needed.
- ◆ Complies with all policies of the Alabama Community College System, and the College.
- ◆ Performs related work as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Web Design/Social Media Specialist III	E-3	03	697

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Effective oral and written communication skills.
- ◆ Extensive knowledge of Microsoft Office software packages (Word, Excel, Publisher and Power Point) and Adobe Creative Suite (Photoshop, Illustrator, Acrobat, InDesign).
- ◆ Working knowledge of HTML language with the ability to use web editing/design software as well as work within a content management system and train users.
- ◆ Ability to handle multiple assignments on time and in a calm and professional manner.
- ◆ Ability to work effectively in a team environment.
- ◆ Knowledge and use of digital and video cameras as well as photo- and video-editing software.
- ◆ Knowledge of different file formats and resolutions to be used for specific purposes (printing and digital).
- ◆ Knowledge of copyright laws.
- ◆ Ability to maintain confidentiality of information.
- ◆ Ability to utilize email systems to communicate information.
- ◆ Ability to respond to downtime by taking responsibility to do other work.
- ◆ Ability to focus on detail.
- ◆ Willingness and desire to learn and apply new skills.
- ◆ Ability to meet tight deadlines and follow through to complete assignments

### QUALIFICATIONS

<b>Education:</b>	<p>Two (2) years of postsecondary education from an accredited institution with a minimum of 15 semester hours in graphic design*</p> <p><b>OR</b></p> <p>Two (2) years of postsecondary education from an accredited institution**</p> <p>Ten (10) hours of job related professional development activities in the last 3 years.</p>
<b>Experience:</b>	<p>Minimum of nine (9*) or eleven (11**) years of experience <i>with three (3) years of experience as Web Design/Social Media Specialist II.</i></p>

<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.
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JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/Support Technician I	E-2	03	722

### DEFINITION

The Help Desk/Support Technician serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of IT issues. The position assists ITS administration with project management and departmental workflow. This technician triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position reports to the Chief Information Officer.

### EXAMPLES OF WORK PERFORMED

- ◆ Serves as the department's first point of contact for students, employees, and vendors.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Coordinates departmental purchasing and accounts payable activities; resolves billing issues with vendors.
- ◆ Maintains departmental databases, documentation, and calendars as assigned.
- ◆ Assists with management of content on departmental website.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/Support Technician I	E-2	03	722

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to troubleshoot issues within the Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and Access).
- ◆ Familiarity with Ellucian Banner ERP and Blackboard LMS.
- ◆ Ability to communicate effectively on paper, via email, over the phone, and in person.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.
- ◆ Strong troubleshooting, problem analysis, and decision-making abilities.
- ◆ Basic troubleshooting techniques for resolving Microsoft Windows desktop operating system issues

### QUALIFICATIONS

<b>Education:</b>	◆ Associate degree in computer science, business administration, office administration, or related field <b>required</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>◆ Experience with a variety of computer software such as Windows and Microsoft Office Suite <b>required</b>.</li> <li>◆ Two (2) years of experience in a position providing IT support <i>preferred</i>.</li> <li>◆ Experience working a Help Desk in support of a computer software and hardware environment <i>preferred</i>.</li> </ul>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Help Desk/Support Technician II	E-2	02	723

### **DEFINITION**

The Help Desk/Support Technician serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of IT issues. The position assists ITS administration with project management and departmental workflow. This technician triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position reports to the Chief Information Officer.

### **EXAMPLES OF WORK PERFORMED**

- ◆ Serves as the department's first point of contact for students, employees, and vendors.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Coordinates departmental purchasing and accounts payable activities; resolves billing issues with vendors.
- ◆ Maintains departmental databases, documentation, and calendars as assigned.
- ◆ Assists with management of content on departmental website.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/Support Technician II	E-2	02	723

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to troubleshoot issues within the Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and Access).
- ◆ Familiarity with Ellucian Banner ERP and Blackboard LMS.
- ◆ Ability to communicate effectively on paper, via email, over the phone, and in person.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.
- ◆ Strong troubleshooting, problem analysis, and decision-making abilities.
- ◆ Basic troubleshooting techniques for resolving Microsoft Windows desktop operating system issues.

### QUALIFICATIONS

<b>Education:</b>	Associate degree in computer science, business administration, office administration, or related field <b>required</b> . Ten (10) hours of job related professional development activities in the last 3 years <b>OR</b> appropriate CompTIA A+ <b>OR</b> ITIL certifications <b>OR</b> equivalent help desk related certification.
<b>Experience:</b>	Three (3) years of experience in a position providing IT support <i>with three (3) years of experience as Help Desk/Support Technician I required.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Computer Systems Technician I	E-3	04	730

### DEFINITION

This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Sets up and maintains instructional technologies, academic computer laboratories and networks, and faculty PCs on all GSCC campuses.
- ◆ Coordinates tasks with appropriate supervisor.
- ◆ Executes upgrading of software and equipment in academic computer labs.
- ◆ Provides faculty with technical computer support.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Is available for occasional evening and weekend computer laboratory assistance.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Technical certification such as MCSE, MCP, A+ Certification or equivalent *preferred*
- ◆ Proven competencies in installation and use of a variety of computer software such as Windows and current Microsoft Office Suite.
- ◆ Ability to troubleshoot, make computer repairs, and replace component parts as needed
- ◆ Knowledge of set-up and troubleshooting of an IP network.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.
- ◆ Ability to train individuals to utilizing all appropriate software within division labs.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Computer Systems Technician I	E-3	04	730

### QUALIFICATIONS

<b>Education*:</b>	Two (2) years of postsecondary education with a minimum of 15 semester hours in computer science, electronics or related area.
<b>Experience*:</b>	<p>One (1) year of experience in a related position to include technical support.</p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Computer Systems Technician II	E-3	03	731

### DEFINITION

This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support.

### EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Upgrades/Integration and Maintenance of Blackboard Application Server/Database Server
- ◆ Maintenance of Custom Student Import Software.
- ◆ Upgrade and Maintenance of Gadsden State Distance Learning Website.
- ◆ Creates and upgrades Distance Learning Marketing Materials
- ◆ Coordinates tasks with appropriate supervisor.
- ◆ Executes upgrading of software and equipment in academic computer labs.
- ◆ Provides faculty with technical computer support.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Is available for occasional evening and weekend computer laboratory assistance.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Technical certification such as MCSE, MCP, A+ Certification or equivalent *preferred*
- ◆ Proven competencies in installation and use of a variety of computer software such as Windows and current Microsoft Office Suite.
- ◆ Ability to troubleshoot, make computer repairs, and replace component parts as needed
- ◆ Knowledge of set-up and troubleshooting of an IP network
- ◆ Demonstrated experience with e-mail and the Internet
- ◆ Ability to manage multiple priorities and assignments
- ◆ Ability to train individuals to utilize all appropriate software within division labs

JOB TITLE	LEVEL	GRADE	JOB. NO.
Computer Systems Technician II	E-3	03	731

### QUALIFICATIONS

<b>Education:*</b>	<p>Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area.</p> <p>Ten (10) hours of job related professional development activities in the last 3 years <b>OR</b> appropriate CompTIA A+ certifications <b>OR</b> equivalent help desk related certification.</p>
<b>Experience:*</b>	<p>Four (4) years of experience in a related position to include technical support, <i>with three (3) years as Computer Systems Technician I.</i></p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
IT Technician/Communications System Assistant I	E-2	03	740

### **DEFINITION**

This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support. This technician assists in maintaining the College's Cisco Unified Communications system and provides user support for phone system issues.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Sets up and maintains communications system devices, fax ATAs, phones at multiple campuses.
- ◆ Sets up and maintains instructional technologies, academic computer laboratories and networks, and faculty PCs on all GSCC campuses.
- ◆ Coordinates tasks with appropriate supervisor.
- ◆ Executes upgrading of software and equipment in academic computer labs.
- ◆ Provides faculty with technical computer support.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Is available for occasional evening and weekend computer laboratory assistance.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Knowledge of VOIP phone systems and devices.
- ◆ Proven competencies in installation and use of a variety of computer software such as Windows and current Microsoft Office Suite
- ◆ Ability to troubleshoot, make computer repairs, and replace component parts as needed
- ◆ Knowledge of set-up and troubleshooting of an IP network
- ◆ Demonstrated experience with e-mail and the Internet
- ◆ Ability to manage multiple priorities and assignments
- ◆ Ability to train individuals to utilize all appropriate software within division labs

JOB TITLE	LEVEL	GRADE	JOB. NO.
IT Technician/Communications System Assistant I	E-2	03	740

### QUALIFICATIONS

<b>Education:*</b>	Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area.
<b>Experience:*</b>	<p>Four (4) years of experience in a related position to include technical support.</p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
IT Technician/Communications System Assistant II	E-2	02	741

### **DEFINITION**

This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support. This technician is a lead position in configuring, programming and maintaining the College's Cisco Unified Communications system including installation of data center equipment and network switches as various campuses. The position provides user support for phone system issues.

### **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Configures and maintains Cisco UCS. Administration of voicemail system.
- ◆ Sets up and maintains communications system devices, fax ATAs, phones at multiple campuses.
- ◆ Sets up and maintains instructional technologies, academic computer laboratories and networks, and faculty PCs on all GSCC campuses.
- ◆ Coordinates tasks with appropriate supervisor.
- ◆ Executes upgrading of software and equipment in academic computer labs.
- ◆ Provides faculty with technical computer support.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Is available for occasional evening and weekend computer laboratory assistance.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Knowledge of VOIP phone systems and devices.
- ◆ Proven competencies in installation and use of a variety of computer software such as Windows and current Microsoft Office Suite.
- ◆ Ability to troubleshoot, make computer repairs, and replace component parts as needed.
- ◆ Knowledge of set-up and troubleshooting of an IP network.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.
- ◆ Ability to train individuals to utilize all appropriate software within division labs.

JOB TITLE	LEVEL	GRADE	JOB. NO.
IT Technician/Communications System Assistant II	E-2	02	741

### QUALIFICATIONS

<b>Education:*</b>	<p>Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area.</p> <p>Appropriate CompTIA A+ Network <b>OR</b> Communications Certification(s).</p>
<b>Experience:*</b>	<p>Seven (7) years of experience in a related position to include technical support, <i>with three (3) years as IT Technician/Communications System Assistant I.</i></p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
<b>Personal Qualities:</b>	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Help Desk/LMS Support Specialist I	E-1	02	760

## **DEFINITION**

The Help Desk/LMS Support Specialist I serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of Learning Management System (LMS) and IT issues. The position serves as a liaison between the Teaching Learning Center and ITS administration. This position is the primary support for the Blackboard LMS which includes but is not limited to maintaining LMS classes, assisting faculty and students with LMS issues, and managing Blackboard building block integrations. This position also coordinates the College's managed print services. And triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position reports to the Software Analyst.

## **EXAMPLES OF WORK PERFORMED**

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Serves as the department's first point of contact for students, employees, and LMS related vendors.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Software Analyst or Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high-level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Monitors the College's LMS system for issues, resolves issues, and reports unresolved issues, as appropriate, to the CIO, the Teaching Learning Center, and/or faculty member(s).
- ◆ Maintains software systems and integrations ancillary to the Blackboard LMS.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Proven competencies in installation and use of a variety of computer software

including but not limited to Microsoft Office 365, Respondus Lockdown Browser.

- ◆ Familiarity with Ellucian Banner ERP.
- ◆ Ability to debug and resolve student and faculty issues with Blackboard LMS.  
Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.

## QUALIFICATIONS

<b>Education:*</b>	Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area.
<b>Experience:*</b>	Six (6) years of experience in a related position to include technical support.  <i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/LMS Support Specialist II	E-1	01	761

## DEFINITION

The Help Desk/LMS Support Specialist II serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of Learning Management System (LMS) and IT issues. The position serves as a liaison between the Teaching Learning Center and ITS administration. This position is the primary support for the Blackboard LMS which includes but is not limited to maintaining LMS classes, assisting faculty and students with LMS issues, and managing Blackboard building block integrations. This position also coordinates the College's managed print services. And triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position is the primary responsible position to support the College's three Spiceworks help desk software systems (IT, Maintenance, and Student Support Services). The position reports to the Software Analyst.

## EXAMPLES OF WORK PERFORMED

*(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)*

- ◆ Serves as the department's first point of contact for students, employees, and LMS related vendors.
- ◆ Administration of Spiceworks help desk systems including email integration, AD integration, backup and recovery of Spiceworks databases.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Software Analyst or Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high-level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Monitors the College's LMS system for issues, resolves issues, and reports unresolved issues, as appropriate, to the CIO, the Teaching Learning Center, and/or faculty member(s).
- ◆ Maintains software systems and integrations ancillary to the Blackboard LMS.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/LMS Support Specialist II	E-1	01	761

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Proven competencies in installation and use of a variety of computer software including but not limited to Microsoft Office 365, Respondus Lockdown Browser.
- ◆ Familiarity with Ellucian Banner ERP.
- ◆ Three years' experience managing help desk software system, preferably Spiceworks.
- ◆ Three years' experience in Blackboard LMS administration.
- ◆ Ability to debug and resolve student and faculty issues with Blackboard LMS.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments

### QUALIFICATIONS

<b>Education:*</b>	Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area <b>AND</b> appropriate CompTIA A+ and ITIL certifications or equivalent help desk related certification <b>OR</b> Bachelor's Degree in IT related discipline.
<b>Experience:*</b>	Nine (9) years of experience in a related position to include technical support, <i>with three (3) years as Help Desk/LMS Support Specialist I.</i>  <i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.

# **APPENDICES**

**GADSDEN STATE COMMUNITY COLLEGE**  
**Salary Schedule "E"**  
**APPLICATION FOR RECLASSIFICATION**

Name: \_\_\_\_\_

Current Position Title: \_\_\_\_\_

Current Salary Schedule E Level \_\_\_\_\_ and Grade \_\_\_\_\_

Requested Position Title: \_\_\_\_\_

Requested Salary Schedule E Level \_\_\_\_\_ and Grade \_\_\_\_\_

Current Educational Level: \_\_\_\_\_ Discipline/Field of Study: \_\_\_\_\_

Current Certification/Licensing: \_\_\_\_\_

Years of Experience at Current E Level and Grade \_\_\_\_\_

Years of Work Experience (Related) \_\_\_\_\_

**ACTIVITIES FOR PROFESSIONAL DEVELOPMENT INCLUDE:**

1. Goals for higher educational level/certification/licensing/endorsements/courses

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Additional work experience

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Workshops/seminars/conferences

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. In-service or other training (including local and state professional development)

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Service on college committees/additional college responsibilities

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Improvement activities resulting from evaluation (Attach copies of most recent evaluations.)

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Other relevant activities (including supervisory responsibilities, organization and facilitation responsibilities, job complexity)

List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Immediate Supervisor)

ATTACHMENTS:

- \_\_\_\_ Transcript(s)
- \_\_\_\_ Documentation of Minimum Experience Requirement
- \_\_\_\_ Documentation of Memberships, Seminars, Workshops
- \_\_\_\_ Supervisor's Letter of Recommendation
- \_\_\_\_ Evaluation Forms (past 2 years)

<b><i>FOR HR USE ONLY</i></b>			
<input type="checkbox"/>	<i>Reclassification Approved</i>	<i>Title</i>	
		<i>Salary Schedule E Level</i>	<i>and Grade</i>
<input type="checkbox"/>	<i>Reclassification Denied</i>	<i>Reason</i>	
<i>Director of HR:</i> _____		<i>Date:</i> _____	

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Appropriate Cabinet Member)

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
(President)

*Appendix B*

**GADSDEN STATE COMMUNITY COLLEGE**

**Employee Evaluation**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date of Evaluation

\_\_\_\_\_  
Employee's Position

**SECTION I – PROFESSIONAL DEVELOPMENT ACTIVITIES**

\_\_\_\_\_  
List all professional development activities for the past year.  
\_\_\_\_\_

**SECTION II – ASSESSMENT OF PREVIOUS YEAR'S GOALS**

\_\_\_\_\_  
Evaluate your progress toward the previous year's goals.  
\_\_\_\_\_

**SECTION III – PROFESSIONAL DEVELOPMENT PLAN/GOALS**

\_\_\_\_\_  
State your professional development plan/goals for the next year. If additional resources are required, please explain.  
\_\_\_\_\_

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

(Sign and submit your completed form to your supervisor by May 31 via the 'Upload Document' tool in NeoEd Perform.)

**SECTION IV – ACCS EVALUATION TOOL**

\_\_\_\_\_  
This component should be completed online by the supervisor using NeoEd Perform.  
\_\_\_\_\_

*Appendix C*

**TESTING GUIDES**

**COMPUTER LEVEL I**

<b>1. Word Processing</b>	<b>40 minutes</b>
a. Create a new document (letter) from a typed draft.	
b. Add text enhancements (bold, underline, italics).	
c. Insert and delete text.	
d. Use tabs, indent, double indent, date code, hard space.	
e. Search and replace.	
f. Conduct a spell check and use the thesaurus.	
g. Prepare and print an envelope.	
h. Print a document.	
<b>2. Spreadsheet</b>	<b>20 minutes</b>
Create a simple table. Include column and line labels.	

## COMPUTER LEVEL II

<b>1. Word Processing</b>	<b>30 minutes</b>
a. Create a report given the contents and desired format.	
(1) Include page numbering (2) Include header and footer. (3) Provide for widows and orphans.	
b. Create a document using columns.	
c. Create a form letter.	
d. Mail merge into a form letter from a data list.	
<b>2. Spreadsheet</b>	<b>15 minutes</b>
Create a table containing numbers. Include column and line labels.	
a. Use equations to sum the columns or perform calculations.	
b. Use formatting to change the appearance, size, and/or alignment of the table.	
<b>3. Database</b>	<b>15 minutes</b>
Create a database file containing names, addresses, and phone numbers.	
a. Prepare mailing labels from the database file.	
b. Sort by specific field.	

## COMPUTER LEVEL III

<b>1. Word Processing</b>	<b>30 minutes</b>
a. Create and use macros to do tasks such as:	
(1) Print a given string of characters. (2) Use CTRL-P to print.	
b. Insert graphics boxes into a document.	
c. Create and edit a form to include:	
(1) Horizontal lines. (2) Vertical lines. (3) Borders. (4) Labels.	
d. Include Footnotes/Endnotes from document provided	
<b>2. Spreadsheet</b>	<b>10 minutes</b>
a. Create a table to include labels and numbers.	
b. Perform calculations within the table.	
c. Shade parts of the table for enhancement.	
d. Merge the table into a report or letter.	
<b>3. Database</b>	<b>10 minutes</b>
a. Create a database file.	
b. Sort the database file on various fields.	
c. Print out the data file in a given order, such as zip code order.	
<b>4. Desktop Publishing</b>	<b>10 minutes</b>
Create a brochure using text and graphics.	

## **BASIC OFFICE PROCEDURES**

**1. Twenty-five (25) multiple-choice questions on general office procedures**

**2. Proofreading exercise**

## OFFICE PROCEDURES (LEVEL I)

**1. Twenty-five (25) multiple-choice questions on general office procedures**

**2. Composition exercise**

**3. E-mail exercise**

**4. Filing or records management exercise**

## OFFICE PROCEDURES (LEVEL II)

**1. Twenty-five (25) multiple-choice questions on general office procedures**

**2. Composition exercise**

**3. E-mail exercise**

**4. Filing or records management exercise**

## OFFICE PROCEDURES (LEVEL III)

**1. Twenty-five (25) multiple-choice questions on general office procedures**

**2. Composition exercise**

**3. E-mail exercise**

**4. Filing or records management exercise**

## OFFICE PROCEDURES (LEVEL IV)

**1. Twenty-five (25) multiple-choice questions on general office procedures**

**2. Composition exercise**

**3. E-mail exercise**

**4. Filing or records management exercise**

## **GENERAL OFFICE PROCEDURES**

### **EXAM TOPICS**

<b>1. Professional Image</b>
<b>2. Time and Task Management</b>
<b>3. Telephone Techniques</b>
<b>4. Records Management</b>
<b>5. Electronic Mail</b>
<b>6. Office Supplies</b>
<b>7. Business Correspondence</b>
<b>8. Processing Mail</b>
<b>9. Present Statistical Information</b>
<b>10. Report Formatting</b>
<b>11. Meetings and Conferences</b>

**ASSISTANT ACCOUNTANT I**  
*(1 hour)*

**1. Accounting Terminology**

**2. Accounting Cycle**

**3. Special Journals**

**4. Ledgers**

**5. Internal Controls**

**6. Receivables**

**7. Payables**

**8. Cash**

**9. Bank Reconciliation**

**ASSISTANT ACCOUNTANT II**  
*(1 hour)*

<b>1. Accounting Terminology</b>
<b>2. Accounting Cycle</b>
<b>3. Special Journals</b>
<b>4. Ledgers</b>
<b>5. Internal Controls</b>
<b>6. Receivables</b>
<b>7. Payables</b>
<b>8. Cash</b>
<b>9. Bank Reconciliation</b>
<b>10. Voucher System</b>
<b>11. Adjusting Entries</b>
<b>12. Closing Entries</b>
<b>13. GAAP</b>
<b>14. Financial Statements</b>
<b>15. Management Information Systems</b>

**ACCOUNTANT I**  
*(2 hours)*

<b>1. Accounting Terminology</b>
<b>2. Accounting Cycle</b>
<b>3. Special Journals</b>
<b>4. Ledgers</b>
<b>5. Internal Controls</b>
<b>6. Receivables</b>
<b>7. Payables</b>
<b>8. Cash</b>
<b>9. Bank Reconciliation</b>
<b>10. Voucher System</b>
<b>11. Adjusting Entries</b>
<b>12. Closing Entries</b>
<b>13. GAAP</b>
<b>14. Financial Statements</b>
<b>15. Management Information Systems</b>
<b>16. Computerized Accounting</b> <i>(Ellucian Banner ERP)</i> <ul style="list-style-type: none"><li>a. Payroll</li><li>b. Bonds</li><li>c. Investments</li><li>d. Annual Reports</li><li>e. Ratio Analysis</li></ul>

**ACCOUNTANT II**  
*(2 hours)*

<b>1. Accounting Terminology</b>
<b>2. Accounting Cycle</b>
<b>3. Special Journals</b>
<b>4. Ledgers</b>
<b>5. Internal Controls</b>
<b>6. Receivables</b>
<b>7. Payables</b>
<b>8. Cash</b>
<b>9. Bank Reconciliation</b>
<b>10. Voucher System</b>
<b>11. Adjusting Entries</b>
<b>12. Closing Entries</b>
<b>13. GAAP</b>
<b>14. Financial Statements</b>
<b>15. Management Information Systems</b>
<b>a. Computerized Accounting</b> <i>(Ellucian Banner ERP)</i> <ul style="list-style-type: none"><li>a. Payroll</li><li>b. Bonds</li><li>c. Investments</li><li>d. Annual Reports</li><li>e. Ratio Analysis</li></ul>
<b>17. Budgets</b> <ul style="list-style-type: none"><li>a. Preparation</li><li>b. Control</li></ul>
<b>18. Purchasing</b>
<b>19. College Financial Statements</b>