

RSU No. 5 Durham ~ Freeport ~ Pownal
Community Programs Office Coordinator Job Description
Classified Support

Qualifications:

1. Minimum of Associates degree with experience in a customer-focused office environment preferred.
2. Working knowledge of bookkeeping/accounts receivable fundamentals.
3. Computer skills: data entry, word processing, databases, spreadsheets.
4. Knowledge of general office practices and procedures.
5. Ability to communicate pleasantly and effectively at all times with staff, parents, and children -- internal and external customers on the phone and through direct interaction.

Reports To:

Director of Community Programs ("Director")

Job Goal:

To support Community Programs with billing, correspondence, registrations, and facility scheduling. Provide customer service for Community Programs department as well as RSU5 Central Office.

Performance Responsibilities:

1. Invoice childcare customers and maintain and update financial software database on a daily basis.
2. Update and communicate childcare enrollment changes on a daily basis and reconcile with financial database.
3. Screen and direct visitors and telephone calls for Community Programs and all other Central Office staff.
4. Assist customers with Community Program registrations in person or via telephone.
5. Enter registrations into databases.
6. Print and discuss enrollment at staff meetings or as needed by Community Programs staff.
7. Update all customer files and address invoice questions and disputes with customers.
8. Maintain correspondence files and office records pertaining to billing and accounts receivable.
9. Schedule bookable spaces and maintain building use schedules at RSU5 facilities and fields, and manage applicable billing for facility/field usage.
10. Provide information to the public concerning all Community Programs offerings.
11. Prepare and distribute periodic Community Programs newsletter. Assist with program promotion and marketing through various media.
12. Create and provide rosters and reports, as requested, for stakeholders in Community Programs and across the RSU.
13. Assist in updating the Community Programs website and/or other online registration platforms/databases with changes to classes and programs.
14. Assist with Community Programs special events occurring in or outside the typical business day.
15. Assist auditors by obtaining and supplying financial information.
16. Provide support to other Central Office departments as needed, in consultation with the Director of Community Programs.
17. Performs such other duties as may be assigned.

Essential Functions:

Ability to:

1. Read with comprehension, write and calculate accurately.
2. Reason and understand policies, procedures, and related job information.
3. Follow to completion verbal or demonstrated instructions.
4. Speak clearly, communicate effectively, accurately hear and see.
5. Complete with precision and safety all physical duties, including upper and lower body functions, reaching, lifting (at least 10-20 lbs.), bending, twisting, stooping, and climbing stairs.
6. Complete with accuracy eye-hand coordinated tasks.
7. Sustain and complete with accuracy assigned seated clerical tasks.
8. Concentrate on completion of job details when there are distractions and work under pressure to successfully meet deadlines.

Legal and Ethical Duties:

1. Maintains confidentiality on student information.
2. Maintains confidentiality about all aspects of work, student performance, and written and oral records.
3. Demonstrates a respect for the legal and human rights of students.
4. Follows health and safety procedures established by the system.
5. Arrives and departs punctually, notifying appropriate personnel about absences and coverage.
6. Demonstrates loyalty, dependability, integrity, and other ethical standards.
7. Follows the chain of command for various administrative procedures or concerns.
8. Observes Board and school policy.
9. Meets and follows all State and Federal laws and regulations.

Terms of Employment:

This position includes 260 working days per year. Salary and benefits will be determined by the RSU5 Board of Directors.

Evaluation:

Evaluated annually by Director of Community Programs

Note:

The above job description reflects the general requirements necessary to describe the principle functions and responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.

To perform successfully in this position, an individual must perform each duty and responsibility satisfactorily. The requirements are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the terms and conditions of this position.

Employee's Signature: _____ **Date:** _____