

Job Title:	Adult Programs Administrative Support Specialist		
Position Type:	Classified Salaried	Work Year:	12 Months/260 days (continuous) *Accrues sick leave & vacation
Hourly Rate Range:	\$33.75-\$39.57	Days/Hours:	M-F/ 7:30am-4:00pm
Salary Range:	\$65,812.50- \$77,161.50	Annual Benefits:	\$12,621.16
HR Contact:	Mercedes Henderson	Location:	Hayward Center
Contact Telephone:	510-293-2916	Date posted:	January 5, 2026
Website:	www.edenrop.org	Posting Expires:	January 30, 2026

YOU MUST COMPLETE OUR EMPLOYMENT APPLICATION FOR CONSIDERATION.

<https://www.edenrop.org/careers>

Email:

mhenderson@edenrop.org

Attention:

Mercedes Henderson,
Human Resources Administrator

Mail:

Mercedes Henderson, Human Resources Administrator
Eden Area Regional Occupational Program
26316 Hesperian Blvd., Hayward, CA 94545

Position Overview

Are you someone who would enjoy being a welcoming face while also keeping systems organized and running smoothly behind the scenes? Do you thrive in roles that balance customer service, attention to detail and creativity? Are you passionate about the opportunity to help adults access education and career pathways?

The Eden Area Regional Occupational Program is seeking an Adult Programs Administrative Support Specialist to serve as the first point of contact in our Adult Programs Department and the primary support to the Director of Adult Programs & Apprenticeships. This is a multifaceted, highly interactive role for someone who enjoys variety, collaboration and meaningful work that directly supports our adult students, instructors and community partners.

About the Role

This position is the first point of contact for adult current and prospective students, visitors and partners. You will play a key role in shaping the experience of everyone who engages with our programs. This includes welcoming students, conducting orientations and tours, sharing program information, and ensuring individuals feel informed, supported and encouraged from their first interaction onward.

You will also manage essential operational functions including student registration, payment processing, enrollment tracking, purchasing support, website updates and financial record keeping. This role blends customer service, organization and creativity, making it ideal for someone who enjoys both working with people and maintaining accurate systems.

You will work closely with the Director of Adult Programs & Apprenticeships and collaborate with program and apprenticeships staff to ensure Adult Programs run efficiently and responsively.

Job Duties

Front Desk & Student Support

- Serve as the welcoming presence for Adult Programs, responding to phone, email and walk-in inquiries
- Conduct orientations, class tours and group visits
- Share accurate information about programs, schedules and enrollment
- Support Spanish-speaking students and visitors

Enrollment & Registration

- Process student registrations, waitlists, drops and make-up exams
- Assist students with applications such as Electrician Training (ET) Cards
- Maintain enrollment and payment trackers in collaboration with program staff

Accounting & Payments

- Accept and accurately process cash, check and credit card payments
- Prepare deposits, monitor payment reports and send reminders
- Maintain documentation for third-party payments, grants and scholarships
- Assist with financial and student data reports

Website, Outreach & Communication

- Maintain and update the Adult Programs website with current information
- Create and distribute flyers for new classes and outreach efforts
- Coordinate outreach with libraries, employment agencies and industry partners

Administrative & Operational Support

- Provide administrative and logistical support to the Director of Adult Programs & Apprenticeships
- Coordinate calendars, meetings, travel and reimbursements
- Support purchasing, vendor coordination, inventory tracking and contracts
- Maintain organized electronic and manual records

You will be successful in this role if you are comfortable:

- Interpreting and following detailed instructions and procedures
- Managing varying priorities with accuracy, organization and care
- Communicating clearly and respectfully with diverse audiences
- Handling sensitive and confidential information with discretion
- Anticipating needs and completing tasks independently

What We Are Looking For

This position is best suited for someone who already has **intermediate-level experience** across administrative, accounting and customer-facing responsibilities.

The ideal candidate will bring:

- Spanish bilingual communication skills (highly desired)
- Previous experience with cash handling and payment processing
- Accounting or bookkeeping experience
- Strong organizational skills and attention to detail
- Comfort using technology including Microsoft Word, Excel, Publisher and online systems
- The ability to work independently while collaborating as part of a team
- A welcoming, professional demeanor and strong customer service mindset
- High school diploma or equivalent required
- College coursework in accounting or business preferred
- Accounting or business degree preferred
- Prior administrative support experience strongly desired

Important to Know Before Applying

This position includes a six-month probationary period and requires demonstrated competence, reliability, accuracy, and consistency. We encourage individuals to apply only if they meet the experience requirements and are confident supporting both accounting functions and front desk operations.

If you are looking for a role where your experience is valued, your work supports an organization focused on student success, and your presence makes a difference each day, we warmly invite you to apply.

Additional Requirements: pass basic skills test, private transportation, driver license

Accredited by the Schools Commission of the Western Association of Schools and Colleges

In accordance with the provision of Sections 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964 and Eden Area Regional Occupational Program policy, no qualified person shall, on the basis of race, color, national, origin, religion, sex, handicap, or age, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity in the Eden Area Regional Occupational Program. If there are questions concerning these provisions, please contact the Superintendent's Office.