



JOB ANNOUNCEMENT

EASTERN WEST VIRGINIA COMMUNITY & TECHNICAL COLLEGE,
a public, state-supported comprehensive institution, serving the six-county district
(Grant, Hampshire, Hardy, Mineral, Pendleton, and Tucker) in the Potomac Highlands.

Program Assistant I – Workforce & Continuing Education

Position: 12 Month, Regular Full Time; Benefits Eligible; Pay Grade 3; Grant-funded

Classification: Non-Classified- Serves at the Will and Pleasure of the President

Location: Moorefield Headquarters

Scheduled Hours: 8:00 am – 4:00 pm; Monday – Friday; 37.5 hours/week; Evening and weekend work may be required.

FLSA: Non- Exempt; Eligible for overtime

Department: Workforce & Continuing Education

Reports to: Manager Educational Programs – Workforce & Continuing Education

Salary: \$35,000 annually

Benefits include paid leave, TIAA retirement, and health/life/supplemental insurance plans.

Overview: This position serves as the main point of contact for students and parents for the Workforce & Continuing Education Department by performing clerical, administrative, and customer service support functions. This position performs duties such as, but not limited to, scheduling appointments, verifying data, providing general information about the financial aid and admissions process to students and parents, composing reports and correspondence for review and signature, maintaining follow-up records, reviewing admissions applications, and delivery of certifications to program completers.

Responsibilities:

General Office Support

- General office duties and clerical functions such as greeting customers and students, answering phones, taking messages, filing/file maintenance, and making copies or other duties as directed.
- Answers inquiries about the admissions and financial aid processes and gathers and provides information to the public, staff, students and administrators.
- Assists Manager Educational Programs – Workforce & Continuing Education in the development and implementation of office procedures. Organizes and manages files, documents, records and statements in an orderly fashion. Manages, reviews and verifies all data entry entering and exiting the Workforce Education department
- Assists with the collection and distribution of program materials for recruitment purposes.

Student Enrollment & Support

- Provides comprehensive guidance and support to workforce students in the registration process regarding program requirements, financial aid options, and career pathways.
- Verifies the accuracy of documents and consistency of data from federal tax returns, admissions and student information and performs data analysis to identify discrepancies and determines action for resolution. Requests additional information for incomplete or inconsistent applications.
- Coordinates with faculty and program directors to ensure a seamless student experience.

Financial Aid & Payments

- Assists students with completing financial aid applications (FAFSA, WV Workforce HEAPS, WIOA, and others) and in the collection and/or review of financial aid applications to determine completeness and eligibility for financial aid based on regulations and applicable laws.



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- Participates in the planning and organization of the awarding process to ensure compliance, to maintain quality control of data (manual and automated), and to provide for accurate and timely processing of applications.
- Works with external agencies (i.e., Division of Rehabilitation, etc.) to ensure student financial arrangements and related payments.
- Assists with accounts receivable for the Workforce & Continuing Education Department and collaborates with the business office to resolve financial aid or payment issues.

CDL Program Support

- Coordinates with CDL instructors on scheduling classes, managing student records, and ensuring compliance with regulatory standards.
- Supports and monitors student recruitment, admissions, selection and advising processes.
- Assists CDL staff with program review activities and maintain program materials including student, course, equipment, and program areas.
- Assists the Director of Workforce & Continuing Education with developing and maintaining program operational, student, compliance, and assessment records in accordance with procedures/policy.
- Assists workforce staff including CDL with outreach activities to prospective students and their families, including presentations, workshops, and information sessions when needed.

Additional Responsibilities

- Participates in workforce education program events like orientations, open houses, and graduations.
- Attends job fairs and high school career days throughout the six-county region for recruitment & retention purposes.
- Establishes strong relationships with local high schools, career centers, and community organizations to promote all workforce programs.
- Serves as proctor for NHA exams (and others, as needed).
- Serves on college committees and participates in professional development activities as needed.
- Other duties as assigned by the Program Coordinator – Workforce and Continuing Education and Manager Educational Programs – Workforce & Continuing Education

Minimum Qualification Requirements:

Education – High school diploma or equivalent required with at least 18 months of additional training beyond high school. Associates Degree in Applied Business, Business Management, Accounting, Administrative Office Support or a related field preferred.

Experience - At least one year of experience working with students in a post-secondary setting. Experience with database entry/query, accounting, filing management of records, answering multiple phone lines and generating reports in an office setting is preferred. Pleasant, courteous and professional customer service skills. Demonstrates excellent written and oral communication skills and organizational skills with ability to manage multiple tasks simultaneously. Demonstrates ability to work independently as well as in a collaborative fashion. Travel required to attend professional development and job-related



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activities as directed. Working knowledge and experience using Microsoft Office software specifically proficient in the use of Outlook, Word, Excel, Access and PowerPoint.

CLOSING DATE: Position will remain open until filled.

IMPORTANT: You may access and submit Eastern's Online Employment Application at https://easternwv.formstack.com/forms/application_for_employment. On this online application, you can attach the following requirements or send them separately to the contact information below. All required documentation must be received by the Human Resources Office to be considered for an interview.

- A letter of interest that addresses your abilities to meet the qualifications and carry out the responsibilities of this position and addresses the requirements listed above
- Current resume
- List of three (3) professional references familiar with your skills and performance including names, addresses, e-mails, and phone numbers
- Copies of any college and/or technical transcripts

Human Resource Office
Eastern WV Community & Technical College
316 Eastern Drive, Moorefield, WV 26836
careers@easternwv.edu

EQUAL OPPORTUNITY EMPLOYER