



Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.

CCPL is currently seeking an Adult Education Services Clerk - Lead here in Northeast Ohio. This AES Clerk will be joining an engaged staffed team that is eager to promote our mission of being at the center of community life by creating an environment where reading, lifelong learning and civic engagement thrive.

We offer:

- Competitive benefits
- Great pay
- Work life balance
- Top of the line programming
- Engaging wellness plan
- And so much more.

Review the summary of the job description below AND apply today:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1155451&d=External#/>

NOTE: This position is funded by multiple grants to the Cuyahoga County Public Library. The Library has a strong track record in securing grants and grant renewals but CCPL cannot guarantee permanent funding. If funding were to cease, the Library would explore other job opportunities but cannot ensure employment after grant expiration.

GENERAL SUMMARY

Under limited supervision, coordinates a variety of clerical tasks related to the Adult Education Services Program including ABLELink data entry, student and administrative files, and Lead Test Administrator for Pearson VUE and other Ohio approved high school equivalency tests.

JOB REQUIREMENTS

Specific Knowledge, Skills, and Abilities required include:

- Knowledge of standard office procedures and practices and the ability to establish priorities in workflow.
- Knowledge of Ohio approved high school equivalency testing, including ability to pass assessment to administer and become lead test administrator within 6 months of hire.
- Knowledge of Pearson VUE testing, including ability to pass assessment to administer and become Pearson VUE lead test administrator within 6 months of hire.
- Skill necessary to develop and maintain effective, courteous and appropriate working relationships with co-workers, customers, vendors, and/or representatives of other agencies.
- Skill in operation of typical office equipment such as personal computer, facsimile, and, copiers, scanners, calculators, and telephones.
- Ability to demonstrate basic skill in using a personal computer and job-related software or systems applicable to the essential functions of the job, which may include, but not be limited to email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems used by Adult Education Services.
- Ability to understand the difference between confidential and sensitive information and to handle each appropriately.
- Ability to think analytically and apply sound judgement, resolve problems, make effective decisions and act with integrity
- Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation and seek and obtain support for various procedures and policies
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to detect errors, determine causes and make corrections as appropriate.
- Ability to use department resources effectively and efficiently.
- Ability to handle multiple tasks simultaneously with frequent interruptions including the ability to successfully prioritize tasks.
- Knowledge of adult education products and vendors.

ESSENTIAL JOB FUNCTIONS

- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Maintains an excellent Adult Education Services Program by implementing all policies, guidelines, and standards as stated in the National Reporting System (NRS), Ohio Department of Higher Education eGuide and Indicators of Program quality (IPQs).
- Performs as needed all clerical functions for the Adult Education Services Department including

but not limited to a the use of current ABLELink procedures, GED Manager and other HSE tracking systems; Laces software and Word and Excel functions.

- Provides customer service to Adult Education Services customers including answering telephones regarding services, policies and procedures, providing general information about the Department and responding to customer inquiries.
- Acts as Lead Test Administrator of Pearson VUE tests and other high school equivalency exams approved by the Ohio Department of Education at a variety of locations including but not limited to corrections. Meets all requirements as set forth by test vendors.
- Coordinates the required trainings for all staff performing testing duties including but not limited to Pearson VUE and other high school equivalency exams approved by the Ohio Department of Education.
- Supports and implements Advocacy Plan and Procedures
- Maintains student, staff professional development and Instructor licensing records.
- Maintains inventory of all Adult Education Services forms, supplies, and equipment.
- Serves as liaison with Purchasing Department by identifying appropriate products available for purchases and preparing requisitions and invoicing for the Adult Education Services Department.
- Occasionally, assists Recruitment Coordinator in implementing Adult Education program recruitment plan.
- Attends ongoing professional development as required by Ohio Department of Higher Education.

Summary Minimum Education & Experience Required

- High school diploma or equivalent.
- At least one year of clerical and customer service experience.

OTHER TESTING/LICENSES REQUIRED

- A criminal background check is required, and pre-employment drug screening.
- A valid driver's license, reliable personal transportation and in-force automobile insurance in order to travel between service locations.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Work requires occasional stooping or bending and/or occasional moderate lifting (up to 50 pounds)
- No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.
- Occasional minor discomforts from near-continual computer terminal use.