

ACE REGISTRATION CENTER SUPERVISOR

Definition

Supervises the full range of activities required to operate an Adult and Community Education (ACE) regional registration center; and performs related duties as required or assigned.

Typical Tasks (illustrative only)

Is responsible for the day-to-day supervision, scheduling, and operation of an ACE regional registration center which accepts and processes walk-in, telephone, mail-in, online, and fax registrations; ensures efficient operation of registration, accounting, and record keeping for noncredit registrations; schedules regular and temporary staff to ensure coverage during all hours of operation; screens in-coming calls providing information or directing calls to appropriate Fairfax County Public Schools offices; acts as systems manager of the center's telephonic voicemail and fax system; provides detailed class and/or course information to the general public, instructors, and program supervisors; provides daily computer and hardcopy updates of registrations; oversees the collection, accounting, and deposit of funds, ensuring financial management activities are carried out in compliance with prescribed procedures and regulations.

Supervision Received/Given

Receives limited supervision from a manager or coordinator. Supervises, evaluates, instructs, and assists lower-graded full-, part-time, and/or hourly employees, as assigned.

Education/Experience/Skills

Any combination of education and experience equivalent to graduation from high school, including or supplemented by coursework in keyboarding and bookkeeping utilizing computer technology, plus five years of progressively more responsible general clerical or account clerical experience, two years of which shall have been at the lead level. Proficiency in a second language preferred. Knowledge of ACE program and course offerings; knowledge of fees schedules; knowledge of processes required to reconcile and balance funds collected; and knowledge of automated class registration system; ability to supervise, instruct, and train employees in clerical registration activities and to perform required registration and financial management tasks; skill in utilization and maintenance of the computer and communications technology assigned to the center; ability to establish and maintain effective working relationships with fellow employees and the general public; and ability to communicate effectively, both orally and in writing.



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