



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 II here in Northeast Ohio. This AES Clerk II 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: [6192694:Career Search \(saashr.com\)](https://6192694.careersearch.saashr.com)

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 moderate supervision, performs a variety of customer service and clerical functions related to the Adult Education Services Program including entering data into databases such as ABLELink, working with Excel, maintaining and filing student and administrative files, and answering customer questions. Administers 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.
- 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 photocopier, 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 become Pearson VUE Certified Test Administrator
- Ability to apply sound judgement, resolve problems, and make effective decisions.
- Skill in exercising advanced level of verbal, interpersonal and customer service skills.
- 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 stay focused despite constant interruptions.
- 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 demonstrated understanding 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.

- Administers 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.
- 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