



**Job Description:** Education Instructional Assistant

**Position Summary:** The Education Instructional Assistant provides support for Keystone Opportunity Center's Department of Education. This is a part time (10 hours per week) grant funded position for program year 2018-2019, with the possibility for renewal. The schedule will be flexible, set in coordination with the department's director. Overall function is to assist with duties related to communications with potential students, maintaining student mailing lists, maintaining student files, and preparing general education department materials for the administrative team and instructors.

**Qualifications:** High school diploma required. Bachelor's degree preferred. Minimum of one year of administrative experience. Ability to communicate with diverse populations. Must have reliable transportation. Commitment to the mission of Keystone Opportunity Center.

**Reports to:** Director of Adult Education

**Wage:** \$17.00 hourly, 10 hours per week

**Responsibilities:**

- Answer all inquiries from potential students
- Maintain student inquiry/ mailing lists
- Prepare and send flyers to students for all orientations/registrations
- Prepare and maintain student files
- File student paperwork
- Copy and assemble materials for education staff instructors, meetings, orientations, assessment, and special projects
- Assist with orientation and assessment

**Required Skills:**

- Organization
- Strong digital literacy skills: Microsoft Office Suite (Word, Excel) and Google Suite
- Strong communication skills: patience and ability to speak over the phone with people who have accents
- Flexibility
- Attention to detail

**Work Environment:**

- Comply with agency and programmatic training requirements
- Evening hours required



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- Supplies for classes may require carrying up to 25 lbs, reaching and kneeling
- Visiting sites may require stair climbing
- Office environment includes lifting, bending, stooping, sitting and standing

**Knowledge Of:**

- Telephone use and etiquette
- Computer software applications, proficiency in Microsoft Word, Excel, Outlook
- Digital and paper filing systems

**Ability To:**

- Maintain the strictest professional confidentiality standards regarding client and organizational information
- Work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels
- Meet deadlines, prioritize, model excellent time management skills
- Remain calm and focused in stressful situations
- Communicate clearly and effectively in writing and orally
- Creatively and positively problem solve
- Work collaboratively in a complex organization structure
- Meet attendance requirements

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbent may be requested to perform job-related tasks other than those stated in this description.

**To apply:**

Please send a resume and cover letter in one document, saved as a PDF, via email to:  
[SClauser@KeystoneOpp.org](mailto:SClauser@KeystoneOpp.org)

Candidates reviewed on a rolling basis. Position opened until filled.