

The Valentine Employee Job Description

Position title: Adult Programs Clerk¹

FLSA Status: Non-Exempt²

General responsibilities of Adult Programs Clerk

The Adult Programs Clerk is a temporary position with the responsibility of coordinating adult programs and tours during the Adult Programs and Tours Manager's leave of absence. Responsibilities include customer service, facilitating program reservations and payments, planning and prepping for programming onsite and offsite, communicating with Valentine Educators and Guides about scheduling, coordinating daily programs and tracking attendance and program data.

Position Supervisor(s): Student Programs & Tours Manager

Daily

- Answer questions and reservation requests related to adult programs (phone calls, email, online request submissions) and responding to them in a timely manner
- Schedule programs and tours in CRM database (Altru) and in the department excel spreadsheet, and email confirmations
- Confirm program details and fees with groups one week prior to visit, collect / confirm payment for programs in Altru
- Program and event set up and breakdown and act as point of contact for weekly programs and tours, coordinating with necessary Valentine staff including Educators and Guides, operations, Advancement

Weekly

- Confirm programs and work schedule in advance with Valentine Educators and Guides, follow up with Guides and Educators about programs afterward
- Prep tour supplies for upcoming weeks and track and coordinate use of and inventory of programming supplies and tour kits
- Review recent program payments and follows up with outstanding invoices
- Track program attendance
- Track new programs scheduled and progress for APTM and DEE

Monthly

¹ **DISCLAIMER:** This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

² FLSA stands for the Fair Labor Standards Act, which was enacted by Congress in 1938 and is under Federal Wage and Hour statutes. An exempt employee is not paid for overtime hours worked. There are three categories under which an employee may be considered exempt. They are administrative, executive, and professional. These categories generally define an exempt employee as one who customarily and regularly exercises discretion and independent judgment in the performance of his/her duties.

- Request Guide availability at the beginning of each month
- Assist with creating the Valentine Programs schedule
- Review each month's programs, confirm attendance and payments and close out Altru

Perform other related duties as required.

EDUCATIONAL BACKGROUND:

- Required: High School Diploma or equivalent.
- Preferred: College Degree

SCHEDULE: Temporary position May- October 2021.

10-20 hours per week, primarily Monday - Friday, occasional weekend hours.

PHYSICAL REQUIREMENTS: The Student Programs Clerk must be physically able to stand and walk, be able to climb stairs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Student Programs Clerk may be occasionally asked to lift and carry objects such as boxes, binder or files weighing up to 15 pounds. Specific vision abilities required by this position include close vision and the ability to focus.