Position Title: **CONTINUING EDUCATION OPERATIONS SPECIALIST**

Department: Continuing Education

Reports To: Director of Continuing Education

Classification/ FLSA Status: Level II (Full-time/Non-Exempt)

Primary Function: The continuing education operations specialist supports the continuing education department in all operational aspects, including the preparation of CE state applications, administrative functions, customer service, virtual CE logistics, and major event planning. The operations specialist plays a key role in supporting the success of Lyceum and all Sherman-hosted events.

Key Responsibilities:

1. Prepare and submit accurate state continuing education applications on a timely basis and record approval responses for each program
2. Provide excellent customer service and information to CE program registrants
3. Maintain and update the annual seminar calendar for internal records and the college website
4. Adhere to due dates for state application requirements and event timelines for all clients
5. Issue all necessary paperwork to clients for seminar participation and completion
6. Create and distribute CE verification letters to attendees post-event
7. Maintain and organize all CE files, databases, and rosters
8. Prepare and submit purchase requisitions to vendors and state boards

9. Assist with training and supervision of college work-study students

10. Submit seminar receipt deposits to the business office in a timely manner

11. Maintain accuracy and integrity of customer and doctor data

12. Support departmental objectives and complete additional duties as assigned

13. Assist with the preparation of semi-annual effectiveness reports

14. Attend and assist with Sherman-hosted CE events and weekend seminars as required

15. Support the mission of Sherman College and the Sherman Chiropractor in all relevant duties.

Lyceum Responsibilities:

1. Collaborate with the Marketing & Communication Department regarding Lyceum marketing and promotional calendar items

2. Manage the Lyceum social media platform under departmental guidance

3. Create and coordinate promotional items and graphics for plenary speakers, sometimes in collaboration with Marketing

4. Manage and coordinate Lyceum registration materials, ensuring brand alignment and vendor coordination

5. Support the planning and coordination of the CE portion of Lyceum alongside department team members

6. Manage and coordinate CE scanning training for volunteers and faculty

7. Coordinate T-shirt ordering and vendor communication, aligning with the annual Lyceum theme

8. Design and coordinate visuals, graphics, and promotional items that support student team leads and student recruitment efforts for Lyceum.

Virtually Live CE Events:

1. Use Google Forms to create polls or links as proof of attendance for virtual CE events

2. Manage post virtual event administration as applicable per department procedures

3. Assist in the coordination of Sherman-hosted virtual CE events (e.g., CE Summit), including communication and scheduling with presenters and handling all related event logistics.

Basic Knowledge and Skills:

1. One to three years of previous experience in administrative or event support roles
2. Experience in office management and administrative procedures.
3. Excellent verbal and written communication skills.
4. Strong organizational and multitasking abilities.
5. Detail-oriented with a positive and professional demeanor.
6. Ability to work both independently and collaboratively.
7. Ability to work in a fast-paced environment and meet tight deadlines.
8. Proficient in MS Office (Word, Excel, PowerPoint, Outlook), Adobe Acrobat, and Google Site

Preferred Knowledge and Skills:

1. Basic knowledge of chiropractic
2. Basic graphic design experience

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to walk, stand/sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus. Employee may also be required to carry, lift and/or pull 25 lb. minimum.

Mental stress: multi-tasking and work hour demands of annual Lyceum programs.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

Signature: _____ Date: _____