



Comprehensive Adult Student Assessment Systems

Position: Administrative Assistant

Date: September 1, 2024

Location: San Diego, CA

Company: CASAS-Comprehensive Adult Student Assessment System

Employment Type: Full-time with a hybrid work schedule (3 days in office)

About Us:

CASAS is a nonprofit organization that supports adult education and workforce development programs— from local programs to national-level initiatives. We celebrated our 40-year anniversary in 2020 and are continuing our focus on the development and support of competency and standards-based approaches to program design and delivery. Our assessments and integrated data systems are designed to inform instruction and improve adult literacy programs.

We are seeking a highly organized and proactive Administrative Assistant to support our team and contribute to our continued success. This is an entry-level position with opportunities for job growth within the company.

Responsibilities/Duties

Under the supervision and general direction of the Program Development Manager, the **Administrative Assistant** provides administrative support to the CASAS orders, conferences, and customer care teams including:

- Handle incoming and outgoing communications, including emails, and phone calls addressing customer inquiries regarding CASAS products, ordering, and shipping fees.
- Prepare and format documents, reports, and presentations with a high degree of accuracy
- Generate customer quotes and orders, and process credit cards as needed
- Maintain and organize office files and records, ensuring confidentiality and accessibility.



- Assist with event planning and coordination, including logistics, scheduling, task completion, and material preparation.
- Support shipping logistics for conference vendor booths and field-testing materials.
- Handle various administrative tasks such as data entry, invoicing, gift card orders, and coordinating with internal CASAS teams and external partners to support customer care workflows.
- Pull data from CASAS software TOPSpro® Enterprise to target specific populations for field- test recruiting and marketing & outreach efforts, review customer accounts for negative balance follow-up.
- Assist in reconciling information alignment between customer databases.
- Generate sales reports and internal performance analytics such as training completion, technical support tickets and other operational metrics for the Management team.
- Perform other duties as assigned as they relate to CASAS priorities

Qualifications:

- Four-year college degree from an accredited college or university
- Experience as an administrative assistant or in a similar role.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Valid driver's license and ability to travel to and support the annual CASAS Summer Institute conference in person.

Key Skills and Abilities:

- Strong oral and written communication skills and the ability to interact with clients
- Strong organizational skills with the ability to manage multiple tasks and prioritize effectively.
- Ability to work collaboratively in a team environment.
- Reliable and dependable with a strong work ethic.
- Ability to maintain discretion and handle sensitive information with professionalism.
- Detail-oriented with a proactive approach to problem-solving.
- Ability to lift 15 lbs.



The estimated base salary range for the Administrative Assistant position is \$60k-\$62k. Salary is commensurate with education and experience.

CASAS also offers:

- Excellent health benefits covering medical, dental, and vision.
- Employer contribution to 403(b) retirement plan.
- Generous vacation and sick leave benefits.
- Opportunities for professional development and growth.
- A supportive and collaborative work environment.

How to Apply:

Interested candidates should submit their resume and a cover letter detailing their relevant experience to apply@casas.org. Please include “Administrative Assistant Application” in the subject line. This position will be open until filled.

CASAS is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

The above statements reflect the general duties/responsibilities necessary to identify the type and level of the position and are not intended to set forth all the specific requirements of the position. CASAS is an at-will employer and as such reserves the right to revise or change job duties and responsibilities as the need arises and the employee/employer relationship may be terminated by either party at any time with or without cause. This position summary does not constitute a written or implied contract of employment.