



CHESTER COUNTY INTERMEDIATE UNIT JOB DESCRIPTION

Position: Secretary – LLS

Division: Learning and Leadership Solutions

Reports to: Program Coordinator

Subordinate Positions: N/A

Budget Responsibility: No direct responsibility

FLSA Status: Non-exempt

Terms of Employment: 260 days/year; 7.5 working hours/day

Schedule: Monday – Friday 8 AM – 4 PM

MISSION STATEMENT:

The Chester County Intermediate Unit is a dynamic educational service agency providing high-quality, innovative, and cost-effective programs and services to enhance the lives of learners, educators, and members of our communities.

SUMMARY:

The Learning and Leadership Solutions Secretary provides operational, administrative, logistical, financial, and customer service support for professional learning programs, conferences, events, partnerships, and division initiatives. The position coordinates program logistics, manages communications, maintains records, supports financial processes, and helps ensure an exceptional customer experience for participants, presenters, vendors, and stakeholders. The role serves as a high-level administrative and operational support position focused on program support, customer service, event logistics, communications, financial processing, records management, and the successful delivery of professional learning opportunities.

DIMENSIONS AND ORGANIZATIONAL RELATIONSHIPS:

This position is assigned to the Learning and Leadership Solutions Division, Professional Learning Opportunities Department/Program reporting to the Program Coordinator. This position reports to the Program Coordinator. This is a support staff position and is subject to applicable employment requirements and agreements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

include the following:

- Support the planning and implementation of professional learning programs, conferences, summits, symposiums, special events, partnerships, and division initiatives.
- Coordinate event communications with facilitators, venues and caterers related to materials, catering, technology, and room setup requests.
- Serve as a primary point of contact for participants, presenters, vendors, partners, administrators, supervisors, school districts, and other departments, supporting collaborative and responsive customer service.



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- Create and distribute event communications, confirmations, reminders, follow-up materials, agendas, meeting materials, presentations, and resource documents.
- Process invoices, purchase orders, contracts, registrations, payments, and other program-related financial documentation; support budget management and monitor fiscal activity as assigned.
- Maintain program databases, records, reporting tools, confidential documents, and organized electronic and program files.
- Provide on-site event support, including sign-in, participant assistance, troubleshooting, materials distribution, and coordination with presenters and colleagues.
- Support efficient day-to-day program operations, including scheduling, document preparation, information processing, and coordination of varying projects, tasks, and customer needs.
- Use Microsoft Office, Teams, SharePoint, databases, project management tools, AI platforms and other digital platforms to create, organize, process, maintain, and communicate information.
- Safeguard confidential and sensitive information and maintain appropriate records and filing systems.
- Assist with process improvement, operational efficiency, and the implementation of technology or digital solutions that strengthen program delivery and customer experience.
- Perform other duties as assigned/needed in support of Learning and Leadership Solutions programs, projects, operations, and continual improvement.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Education and Experience

1. High school diploma or equivalent required; Associate degree preferred, with a bachelor's degree or college coursework in education, business, administration or a related area desirable.
2. Minimum two (2) years' experience in secretarial or administrative support required; experience supporting professional learning, events, education, program coordination, or project work preferred.

B. Professional Certifications

1. N/A

C. Other Requirements

1. Valid Pennsylvania Driver License preferred.
2. Current child abuse, criminal, and FBI clearances required.
3. Clearance as an MA provider by the Commonwealth of Pennsylvania and federal government, conducted by CCIU upon hire.

D. Skills and Abilities

1. Language Skills
 - a. Excellent verbal and written communication skills and the ability to effectively present information and respond to questions from supervisors, coworkers, customers, and the general public in a timely manner.



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- b. Excellent customer service and relationship-building skills.
- 2. Mathematical Skills
 - a. Experience with customer service, financial processing, purchasing, registration, or project support strongly preferred.
 - b. Ability to perform basic mathematical calculations and interpret numerical data accurately.
- 3. Reasoning Ability
 - a. Ability to independently analyze challenges, exercise sound judgment, and problem-solve while working collaboratively with others.
 - b. Strong attention to detail, accuracy, discretion, and confidentiality.
 - c. Ability to work independently and collaboratively and demonstrate initiative in supporting program and division needs.
- 4. Other Skills and Abilities
 - a. Strong organizational and project coordination skills with the ability to manage multiple priorities, varying demands, and deadlines.
 - b. Proficiency with Microsoft Excel and Word required; proficiency with Microsoft Office, Teams, SharePoint, databases, project management tools, and related digital platforms preferred.

While performing the duties of this job, the employee is frequently required to sit, stand, and walk; to talk and listen; to use hands to handle or feel, and to reach with hands and arms; must occasionally lift and/or move up to 25 pounds; use close vision and the ability to adjust focus; meet deadlines with severe time constraints, and interacting with staff and the public. The work environment usually has a quiet to moderate noise level. This is a smoke-free/drug-free environment.

The information in this job description is for compliance with the Chester County Intermediate Unit Board Policy and the Americans with Disabilities Act (ADA). It is not intended to be an exhaustive list of duties, responsibilities, and qualifications for the position. The incumbent may perform or be assigned other duties.

The Chester County Intermediate Unit will not discriminate in employment, educational programs or activities based on race, religion, color, national origin, age, sex, creed, sexual orientation, ancestry, disability, handicap, marital status or because a person is a disabled veteran or a veteran of the Vietnam era. Reasonable accommodations will be provided for employees and program participants who are disabled. No preschool, elementary, secondary or post-secondary pupil enrolled in an intermediate unit program shall be denied equal opportunity to participate in age and program appropriate instruction or activities due to race, religion, color, national origin, age, sex, creed, sexual orientation, ancestry, disability, handicap, marital status, limited English proficiency or financial hardship. Participation in instruction and activities for a student identified as exceptional may be modified according to the student's individualized education plan (IEP) developed for the student. Reasonable accommodations will be provided for pupils who are disabled. For information regarding civil rights or grievance procedures, contact Maureen Linahan, Title IX and Section 504 coordinator, at (484) 237-5086/DeafRelay@cciu.org; or in writing at the Chester County Intermediate Unit, 455 Boot Road, Downingtown, PA 19335.