

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES ASSISTANT

SUMMARY DESCRIPTION

Under general supervision of assigned supervisor, perform a variety of specialized clerical and routine technical duties in support of assigned student services area; provide students, staff, and others with information and assistance related to area of assignment; and perform other general program support and clerical assistance duties in support of assigned program area.

DISTINGUISHING CHARACTERISTICS

The Student Services Assistant is the entry/journey level classification in the Student Services series with incumbents providing specialized clerical and routine technical and program support duties for an assigned program area. Incumbents at this level are expected to acquire knowledge related to the area of assignment, including operating procedures and policies of the work unit, by completion of the probationary period. Positions at this level exercise judgment in the interpretation and application of existing procedures within well-defined guidelines. Work usually fits an established structure or pattern with exceptions or changes in procedures explained as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a full range of specialized clerical and routine technical duties in support of assigned student services program area. ***E***
2. Participate in planning, organizing, and coordinating assigned program activities including front desk operations; implement procedures to ensure efficient day-to-day operations of assigned area. ***E***
3. Provide information and assistance regarding area of assignment to students, staff, and the general public; distribute handouts and other materials; refer students to other District programs when appropriate. ***E***
4. Advise students regarding both institutional and program applications, policies, procedures, requirements, and restrictions; assist students in the completion of applications; verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and files; collect and process appropriate information. ***E***
5. Enter course enrollment/registration information into Colleague system; monitor current enrollment and maintain enrollment data. ***E***
6. Maintain records, files, and reports; establish and maintain hardcopy and electronic student records. ***E***
7. Utilize computerized information management systems and appointment scheduling system to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments. ***E***
8. May determine program eligibility and prepare need analysis; review and process applications for students. ***E***

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9. Provide guidance and training as needed to student workers, clerical assistants, and other staff. *E*
10. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.
11. Provide assistance to other student services staff as needed.
12. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Basic principles of business letter writing and basic report preparation.
Principles, practices, and procedures of record keeping.
Principles and practices used to establish and maintain files and information retrieval systems.
Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
Interpersonal skills using tact, patience, and courtesy.
Work organization principles and practices.
English usage, grammar, spelling, punctuation, and vocabulary.
Oral and written communication skills.
Referral agencies, services, and departments on and off campus may be required for some assignments.
Screening and interviewing techniques may be required for some assignments.

Ability to:

Learn and understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
Learn, understand, interpret, and apply general administrative and office policies and procedures.
Learn the methods and standards used in processing College paperwork.
Perform a range of specialized clerical and routine technical duties involving the use of independent judgment within well-defined guidelines.
Implement procedures for the day-to-day operations of assigned program areas.
Provide specialized assistance and information to students, staff, and the public concerning assigned program area, functions, and resources.
Respond to requests and inquiries from students, staff, or the public; effectively provide information in person or on the telephone to students, staff, or the public.
Screen and assess needs of students and clients.
Compile and organize data and information.
Exercise good judgment in maintaining information, records, and reports.
Maintain filing systems.
Use sound judgment in recognizing scope of authority.
Exercise good judgment and discretion in resolving confidential and sensitive situations.
Provide guidance and training to others.
Plan and organize work to meet schedules and changing deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Implement and maintain filing systems.

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Type or enter data at a speed necessary for successful job performance.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school including or supplemented by course work or specialized training in office procedures, office automation, or a related field; and two years of general clerical experience utilizing a computer and office applications.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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