



STUDENT SERVICES ASSISTANT

DEFINITION

Under general supervision, provides specialized clerical support services for staff, faculty and students in various areas to facilitate students' access to education and supportive services; areas of support include, but are not limited to, Admissions and Records, Financial Aid, Student Development, Student Services, and related program areas; provides general information and assistance to students regarding program availability, eligibility and the application process; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This clerical classification in the Student Services series. Positions at this level perform the full range of clerical duties in multiple program areas, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Provides administrative support and assistance in the day-to-day operations of the assigned office; sorts and distributes mail; screens calls and visitors; assists students and visitors at the front counter and directs to appropriate locations and/or staff; responds to requests for information; and assists in interpreting and applying rules, regulations, policies, and procedures.
- Provides support for student registration and matriculation services; assists in administration of a variety of assessment testing in various locations; assists with intake of high school concurrent admissions students; reviews applications, transcripts, and admissions test results.
- Receives and processes requests for student records, transcripts, certificates, and transfer requirements; processes student applications for certificates and degrees; and verifies information accuracy and completeness.
- Receives and responds to requests for information from faculty and instructors with respect to census deadlines, student grades, attendance documentation and related matters.
- Intakes and reviews applications, forms, and reports; applies departmental and program policies and procedures in determining completeness of applications and records; within established guidelines, may approve or deny requests; prepares, copies, collates, and distributes documents.
- Works with low income and educationally disadvantaged first-generation college students to provide access to Educational Opportunity Program Services (EOPS) such as financial assistance, counseling, tutoring, and vouchers for food, transportation, and related personal necessities.
- Maintains and creates student files and records; inputs and maintains required data in the system; compiles, and tracks pertinent data; prepares, processes, and maintains a variety of records and reports on program activities; and compiles data and generates reports.

- Provides support for proctoring in the assessment lab; coordinates and schedules workshops for access to the lab; explains to students the importance of the assessment as well as the testing options available to them; sets up lab computers; proctors and administers assigned tests using established platforms; and enters data into automated system.
- Assists in maintaining spreadsheets for budget purposes; records expenditures for supplies, vouchers, parking, food cards, gas cards, or other expenses related to assigned student service program area.
- Schedules and/or coordinates workshops, program orientations, and other events for new or prospective program participants; and coordinates campus tours.
- Assists in the development of program outreach or marketing materials such as flyers, bulletins, brochures, and other informational media to increase awareness of services and programs related to the functional area of assignment.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and activities of the student services area(s) to which the position is assigned.
- Business and office administrative practices and procedures.
- College registration and matriculation process and services.
- Methods and techniques of developing a diverse range of documents and forms.
- Methods and techniques of compiling and generating reports.
- Principles and practices of proctoring exams.
- Financial aid guidelines and application processes.
- Principles and practices of supporting student success programs and services, and retention strategies.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Community resources available to students.
- Record keeping principles and practices.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide varied and responsible clerical support to assigned student services programs.
- Understand, interpret, and apply District policies, rules, and regulations.
- Evaluate student documentation to ensure proper and accurate completion.
- Perform registration and admissions tasks for large groups of students in limited time frames.
- Assist students in the completion of multiple forms and documents in assigned area.
- Make accurate mathematical calculations.
- Maintain confidential and comprehensive files and records.
- Set up and proctor exams within established parameters.

- Assist in planning and implementing outreach events, job fairs and information sessions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform the work.
- Understand and carry out oral and written directions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of administrative clerical support, preferably in an educational setting.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.