

## POSITION DESCRIPTION

### Student Services Assistant

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**Position** ..... Student Services Assistant

**Department/Site** ..... Student Services, EOP&S/CARE and CalWORKs

**FLSA** ..... Non-Exempt

**Evaluated by** ..... Director of EOP&S/CARE and CalWORKs

**Salary Range** ..... 17

#### **Summary**

Performs clerical support duties for students enrolled in special programs including, but not limited to, EOP&S and CARE. Clerical duties include proctoring of exams, arranging tutoring, and limited instruction support. Enters data onto student records.

#### **Essential Duties and Responsibilities**

- Provides routine clerical services for the office. Using a personal computer and common office productivity software, prepares correspondence, memos, and other routine documents to support the office.
- Assists students with application forms and registration processes by entering application data onto a computerized student information system. May receive and forward requests from other educational institutions and agencies involving the verification of student status and records, to the Admissions department.
- Updates information to student records that includes demographic and vital information, student educational plans, progress, and grades.
- Serves as first point of contact by answering of telephones, providing information and assistance or referring students, staff, and the public to others based on level of knowledge.
- Establishes and maintains a variety of files. Assembles, collates and prepares materials for distribution. Performs work such as posting records, making arithmetical computations and securing information from clearly indicative sources.
- Assists counselors, specialists, and instructors with instructional lab support.
- Administers assessment tests. May score tests using preset templates.
- Assists students with access to resources offered by other agencies.
- Distributes learning materials to students such as assignments, cassette players, tapes, visual aids and other teaching tools, ensuring proper inventory controls.
- May provide tutorial assistance, proctor homework, tests, or learning simulations.
- Performs other duties as assigned that support the overall objective of the position.

#### **Qualifications**

##### **Knowledge and Skills**

- Requires basic recordkeeping, general office, and clerical skills.
- Requires an introductory knowledge of applicable District services, requirements, policies, and procedures governing admissions.
- Requires basic knowledge of the nature of grant funded or special programs.
- Requires sufficient organizational skills to enter data and update student files within established time standards.
- Requires a basic knowledge of instructional techniques and subject-specific skills sufficient to instruct and tutor students on an informal level.
- Requires a basic knowledge of learning laboratory instruction and techniques for use of equipment.

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- Requires a working knowledge of the operation of computers and software programs, particularly those supporting the subject being taught.
- Requires sufficient human relations skill to convey common information to new students.
- Requires sufficient math skills to compute totals from existing tables.
- Requires knowledge of or training with ethnic, socioeconomic, disabled and/or linguistically diverse population.
- **Abilities**
  - Requires the ability to carry out the responsibilities of the position.
  - Requires the ability to learn the policies, procedures, and nature of support for grant-funded and special student programs.
  - Requires the ability to orient students in the use of equipment and programs.
  - Requires the ability to enter alpha and numeric data onto an established data entry screen at an acceptable rate of speed and accuracy.
  - Requires the ability to maintain the confidentiality of student records and information.
  - Must be able to perform the clerical and recordkeeping duties of the position including operation of computer software programs designed for entering student information.

### **Physical Abilities**

- Requires sufficient ambulatory ability to move to and sit at a workstation for extended periods of time.
- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard and other office equipment.
- Requires the intermittent ability to lift, pull, or push lightweight (up to 40 pounds) materials and equipment around classroom/laboratory environs and into and out of storage areas.
- Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings, and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens and to observe students perform assignments in classroom, laboratory, and tutorial settings.

### **Education and Experience**

- A high school diploma, or the equivalent, and one year of general clerical experience.

### **Licenses and Certificates**

- Requires a valid driver's license.

### **Working Conditions**

- Work is performed indoors where minimal safety considerations exist.