



STUDENT SERVICES ASSISTANT

BASIC FUNCTION

Under general supervision of assigned supervisor, perform a variety of specialized clerical and routine technical duties in support of assigned student services area or program; 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

This classification is an entry level administrative position in the Student Services area with incumbents providing specialized administrative and routine technical and program support duties for an assigned program area. Work requires a basic level of competency in communication, judgement, confidentiality, working independently, discretion, administrative skills, and governing rules and regulations applicable to the service area or program they are supporting.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.

1. Organize and coordinate day-to-day operations of the Student Services program area to which assigned.
2. Display exemplary customer service while providing information and assistance to students, staff, and the public regarding student services and appointment schedules; refer students to other student services areas as appropriate.
3. Provide clerical and support services for staff; prepare correspondence, forms, and documents; participate in special projects and activities. Route documents for approval to students, faculty, and administrators.
4. Answer telephones, take messages, and schedule and manage virtual and in person student appointments as appropriate.

5. Input work schedules; record contact with students; generate reports related to contacts and services provided.
6. Order, store, inventory and distribute forms, materials, and office supplies.
7. Acts as an information resource regarding policies and procedures of assigned program area; coordinate and track the review and updating of relevant program policies, procedures, and processes.
8. Perform and manage administrative related projects and processes unique to assigned program area of responsibility, i.e. special events and activities, reports, and special programs.
9. Monitor, provide work direction, and supervise student employees assigned to the office or program area.
10. Arrange meeting and event services for the Program Director or Manager's office such as reception coordination, planning logistics, and providing materials.
11. Perform other job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Community college policies, rules, and regulations.
- Community college services and programs.
- Modern office practices, procedures, and equipment.
- Computer operation, software programs, and technology in assigned area.
- Report-writing techniques.
- Oral and written communication skills.
- Record-keeping techniques.
- Interpersonal skills using tact, patience, courtesy, and professionalism.
- Practices involved in human and public relations, office management.
- Records management.

Skills and Abilities To:

- Follow written instructions.
- Learn, read, interpret, and explain policies and procedures.
- Plan and organize work and meet deadlines.
- Operate an office computer and software and other office equipment.
- Exercise good judgment, tact, courtesy, and patience.
- Establish and maintain cooperative working relationships with others.
- Effectively communicate both orally and in writing.

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Date Last Revised: July 2024/ Date Approved:

- Maintain records and prepare reports.
- Maintain confidentiality of information obtained in the course of work.
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility.

Education and Experience:

High School graduate or equivalent and one (1) year of administrative or student services related experience.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

Office.

Physical Demands:

Requires sufficient physical ability 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.

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

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Frequent interruptions include extensive contact with students; communicate effectively by phone, in writing, and in person with others; working multiple tasks concurrently; effectively process information to make sound judgements and decisions.