COUNSELING CLERK
Series Specification
Counseling Clerk I
Counseling Clerk II

DEFINITION
This series specification describes two classes used to perform clerical work and support services in the counseling center.

TYPICAL DUTIES

Counseling Clerk I: Serves as an initial source of information and assistance to persons contacting the counseling service center. Communicates with customers, employees, and other individuals to disseminate or explain information; and sets up student appointments on continuing basis. Refers student’s questions on program prerequisites or graduation requirements to the appropriate professional staff member. Reviews files, records, and other documents to obtain information to respond to requests; computes, records, and proofreads data and other information, such as records or reports; prepares and maintains student information on a computer database; assists in developing forms and procedures for counseling services; prepares and monitors daily schedule for counselors; completes work schedules and arranges appointments for staff and students; receives and verifies graduation petitions; provides backup for training student aides; composes and types letters and other correspondence, and serves on committees as assigned. Answers telephone, checks overnight messages, responds to requests, delivers messages; processes outgoing and incoming mail including delivering mail, packages, and other materials; orders materials, supplies, and services, and completes records and reports; prepares and maintains an inventory of materials needed for various processes such as student orientation files; assembles and maintains materials for application packets, group orientation sessions and registrations; keeps counselor and staff absentee records; provides backup support for departmental secretary; and assists matriculation and PFE departments daily. Performs related duties as required.

Disabled Student Program: Serves as initial source of information and assistance to persons contacting the Disabled Students Program; issues equipment and assists students with computers and other equipment; proctors exams and delivers completed exams to instructors; scribes and/or reads exams for disabled students; administers tests; and provides mobility assistance training for visually impaired students.

Counseling Clerk II: Serves as an initial source of information and assistance to persons contacting the counseling service center; and serves as lead person in organizing daily changes to the operation of the counseling center. Communicates with customers, employees, and other individuals to disseminate or explain information; and sets up student appointments on continuing basis. Answers student questions on program prerequisites, graduation requirements, processes to complete, or refers to appropriate professional staff member. Works directly with or provides liaison with F-1 international student programs. Reviews files, records, and other documents to obtain information and to respond to requests; computes, records, and proofreads data and information, such as records or reports; maintains database of counseling statistics; prepares monthly reports for district and external agencies; completes work schedules and arranges appointments for staff and students; receives and processes graduation petitions; assists in developing forms and procedures for counseling services; prepares and monitors daily schedules for counselors; directs the work and assists in the training of staff and student workers; composes and
types letters and other correspondence; compiles data and prepares reports; maintains master files for full-time and adjunct counselors; and prepares instructions for students regarding career and academic planning. Serves on committees as assigned. Answers telephone, responds to requests, delivers messages; compiles, copies, sorts, and files records of office activities, business transactions, and other activities; processes outgoing and incoming mail including delivering mail, packages, and other materials; orders materials, supplies, and services, and completes records and reports; prepares and maintains student files; and processes timesheets. Performs related duties as required.

**ALLOCATION FACTORS**

Level of difficulty, variety, and complexity of assigned tasks; breadth and scope of knowledge of college and district policies, rules, regulations required; independence of action and decision; degree of supervision exercised and received.

**LEVEL DESCRIPTIONS**

**Counseling Clerk I:** Under general supervision, performs various public contact and counseling processing tasks of average difficulty; operations and resources are well defined.

**Counseling Clerk II:** Under general supervision, incumbent serves as a lead person in the support services needed to counsel and advise students enrolling in the attending college; incumbent has lead responsibility for clerical operations of the counseling center; and directs the work of two or more classified employees.

**QUALIFICATIONS**

**EXPERIENCE/EDUCATION**

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<th>Promotional</th>
<th>General</th>
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<tr>
<td>Counseling Clerk I</td>
<td>Six months of experience in Los Rios CCD performing clerical duties at the level of Clerk I.</td>
<td>One year of general clerical experience. One year of college level work in business and clerical education may be substituted for the required experience.</td>
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Counseling Clerk II

|                | One year of experience in Los Rios CCD performing clerical duties at the level of Counseling Clerk I. | Three years of general clerical experience at the level of Counseling Clerk I. College level business course work may be substituted for two years of required experience on a year-for-year basis. |
KNOWLEDGE OF

Both Levels: Knowledge of administrative and clerical procedures and systems. Knowledge of principles and processes for providing customer and personal services. Knowledge of the structure and content of the English language. Knowledge of word processing, spreadsheet, database management, E-mail, and other applicable software as required. Knowledge of physical, learning and psychological disabilities; and accommodations provided for disabled students (DSP&S).

Counseling Clerk II: Knowledge of college policies, procedures, and official documents which pertain to counseling services; and the counseling function. Knowledge of basic methods of leadership. Knowledge of administrative and clerical procedures and systems. Knowledge of principles and processes for providing customer and personal services. Knowledge of the structure and content of the English language. Knowledge of word processing, spreadsheet, database management, E-mail, and other applicable software as required.

SKILLS IN

Both Levels: Skill in finding ways to structure or classify multiple pieces of information. Skill in listening to what other people are saying and asking questions as appropriate; understanding written sentences and paragraphs in work related documents; and communicating effectively with others orally and in writing as indicated by the needs of the audience.

ABILITY TO (ESSENTIAL FUNCTIONS)

Counseling Clerk I: The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to assist students with individual questions or concerns in an open, friendly and poised manner. The ability to maintain confidentiality in working with student records. The ability to read and understand student transcripts. The ability to follow directions; learn, interpret and apply specific rules and policies with good judgment; and correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The ability to read and understand information and ideas presented in writing; perform clerical work including use of correct English and spelling; and prepare routine correspondence independently. The ability to operate modern office equipment.

Counseling Clerk II: The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to assist students with individual questions or concerns in an open, friendly and poised manner. The ability to maintain confidentiality in working with student records. The ability to read and understand student transcripts. The ability to research data and provide information for reports; and learn, interpret and apply specific rules and policies with good judgment; and correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The ability to plan, direct and perform difficult clerical assignments; effectively direct the work of other employees; perform clerical work including use of correct English and spelling; and prepare routine correspondence independently. The ability to operate modern office equipment.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Computer, copier, fax, shredder, typewriter, multi-line phones.