STUDENT PERSONNEL ASSISTANT
Community Services

DEFINITION
Under direction of an assigned manager/supervisor, incumbent performs tasks support community services classes, special programs, and projects; performs a wide variety of duties which require good judgment in the selection of the method and the application of established procedures and District policies to better coordinate, plan, and implement use of facilities by on and off campus users. This position requires frequent interaction with the public.

TYPICAL DUTIES
Coordinates all requests and arrangements for scheduling on-campus events and public use of facilities. Maintains records of campus facilities; reviews files, records, and other documents to obtain information to respond to requests; prepares facility use contracts and documents; and coordinates facility services such as media, custodial, and security for campus events. Interprets and instructs users in college and District rules and regulations for use of facilities; maintains facilities budget/expenses; collects use fees, prepares billing statements, and follows up on late payments. Prepares correspondence, reports, graphs, charts, and promotional materials for facilities use; prepares monthly Special Event insurance report for Diversified Risk/District Office; and maintains confidentiality of information and materials. Interprets and instructs users in college and District rules and regulations as they relate to insurance requirements; plans and schedules meetings with on-campus and District staff, and with off-campus users; oversees student assistants and temporary clerks; and acts as lead to support staff. Serves as a resource person to Extension staff and assists them with phones, class registrations, and instructor requests; and performs general office duties such as answering phones, data entry, filing, and record keeping. Researches vendors for specialized equipment; arranges for and assists in equipment setup, takedown, and maintenance; and insures cleanup of college facilities. Assists in the preparation of class schedules; delivers materials to locations; maintains a library of materials and catalogs; accesses local and District computer files to assemble data for research projects; and performs related duties as required.

QUALIFICATIONS

EXPERIENCE:
Two years of experience in public relations, public information, college community services or related field. (One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.)

EDUCATION:
Completion of an Associate’s Degree or 60 semester units (90 quarter units). NOTE: An additional year of qualifying experience may be substituted for up to one year of college education.

KNOWLEDGE OF:
Knowledge of college and District policies and regulations and the role of the community college and the people it serves. Knowledge of elements of correct English usage, spelling and vocabulary; letter and report writing; and basic computer applications. Knowledge of minor equipment repairs; interpersonal skills using tact, patience, and courtesy; and principles and processes for providing customer service.
Knowledge of organization and operation of outreach programs; organization and operation of college community education and service activities; procedures in the development of using survey materials; procedures in development of class schedules; and record keeping techniques.

**SKILL IN**
Skill in understanding written sentences and paragraphs in work related documents; listening and asking appropriate questions; being aware of others' reactions and understanding why they react the way they do; and adjusting actions in relation to others' actions. Skill in communicating effectively both orally and in writing; finding information and identifying essential information; and in managing one's own time and the time of others.

**ABILITY TO (ESSENTIAL FUNCTIONS)**
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 good judgment; work as a member of a team; to meet schedules and time lines; and maintain confidentiality of information and materials. The ability to interact with individuals or groups under a variety of circumstances and conditions; make decisions about all aspects of facility use; and perform work requiring a thorough knowledge of college and District policies and procedures. The ability to work well under the pressure of multiple activities; analyze and solve problems; operate networked computers for transmitting and receiving test data; compile data and prepare reports; maintain accurate and complete records; and perform minor repairs on equipment. The ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

**TYPICAL EQUIPMENT USED** (May include, but not limited to)
Office equipment including computer, printer, copier, typewriter, and scanner.