STUDENT PERSONNEL ASSISTANT
Student Services

DEFINITION

Under general supervision of assigned manager/supervisor, serves as a staff assistant in providing student services and information on college programs in one or more of the following areas: Admissions and Records, and/or Matriculation.

TYPICAL DUTIES

Oversees students, peer assistants, and temporary staff; maintains confidentiality of information and materials; serves as a resource person to students and staff; develops forms for office use; and performs general office duties such as filing, maintaining records, answering the phone, and making appointments. Prepares periodic reports; provides assistance in coordination of budget requests and allocations; transmits data to the central district computer; and attends appropriate conferences, workshops and staff meetings as assigned. Recruits, interviews, hires, and trains student aides and temporary staff for registration, orientation, and office work; and maintains timesheets and tracks budget for student aides and temporaries.

Admissions & Records (Typical duties plus): Distributes program information materials, catalogs and brochures; prepares and updates lists of information and resources available; answers routine questions regarding program requirements; and interprets program regulations and assists students in obtaining needed support services. Maintains bulletin boards, display racks, and other visual displays; provides program assistance to individual students, staff, and faculty; assists in performing high school liaison duties including participation in college day/night programs and routine visits to feeder high schools; and assists with business liaison duties including participation in Ed/Career Fairs and on-site registrations at our off-campus locations. Collects information about students using records and tests; assists in coordination of veteran’s benefit programs for students; and provides assistance in coordination and planning for activities in the Reentry/Women's Center. Compiles and studies occupational, educational, and economic information to assist students in making and carrying out vocational and educational objectives; generates and monitors bulk mail; and provides assistance in coordinating efforts for advertising (signs, newspaper ads, press releases, TV.)

Matriculation (Typical duties plus): Develops and distributes information packets to high school principals and counseling departments announcing each semester’s registration procedure. Distributes early application packets to high schools and at special events. Coordinates student retention project; coordinates phone calls for the purpose of recruitment/retention/persistence; keeps staff informed about enrollment management activities; answers tutoring questions and schedules student appointments with tutor; hires, schedules, oversees, and collects timesheets for all tutors; proctors make-up tests; may assist with DSP&S note taking, tutoring and test proctoring during summer session; logs hours of tutors and tutees; collects and evaluates information about students referred by faculty for early alert services. Provides students with assessment information and directs them to appropriate campus services; operates computerized assessment systems; scores tests using computer scoring systems. May assist with administering diagnostic, placement and specialized tests, vocational interest inventories, and aptitude tests, and proctor exams. Conducts assessment orientation sessions. Assists with large and small group orientations to the college; develops, coordinates, and delivers new student orientation presentations using PowerPoint; assists in producing and updating new student orientation video in English and other selected languages; works with counselors to develop their orientation presentations; and maintains database of student orientation information and attendance and posts on SARS.
QUALIFICATIONS

EXPERIENCE
Two years of experience in a LRCCD student support services position or similar position with related duties. (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 the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; letter and report writing; and record keeping and filing techniques. Knowledge of computers, including graphics packages and scheduling software, word processing, Internet usage, database management, and spreadsheets; designing, adding, deleting and changing text and graphics on a web page and loading those changes to a server as required. Knowledge of interpersonal skills using tact, patience, and courtesy; college programs and student services; career information systems; and general Student Services procedures.

SKILL IN
Skill in understanding written sentences and paragraphs in work related documents; listening to what other people are saying and asking questions as appropriate; and communicating effectively with others orally and in writing as indicated by the needs of the audience. Skill in working with new material or information to grasp its implications; developing approaches for implementing an idea; assessing how well one is doing when learning or doing something; and evaluating the likely success of an idea in relation to the demands of the situation. Skill in being aware of others' reactions and understanding why they react the way they do; and adjusting actions in relation to others' actions.

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; and to meet schedules and time lines. The ability to administer and score assessment instruments utilizing computerized systems; maintain accurate and complete records; explain and interpret the function of student services; and understand and carry out oral and written directions. The ability to read and understand information and ideas presented in writing; and employ software applications, desktop publishing, web publishing, and document imaging as required. The ability to maintain cooperative relationships; speak to large groups as required; and accept assigned procedures toward completion of tasks. The ability to maintain confidentiality of sensitive material; compile data and prepare reports; analyze and solve problems; and work well under the stress of multiple activities. 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)
Computer, typewriter, fax, copier, printer, scanner, and calculator.