

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 counseling center under the supervision of the assigned supervisor/manager.

LEVEL DESCRIPTIONS

Counseling Clerk I: Under moderate oversight, performs various public contact and counseling processing tasks of average difficulty.

Counseling Clerk II: Under minimal oversight, performs lead responsibilities for clerical operations of the counseling center.

TYPICAL DUTIES

Counseling Clerk I and subsequent level: Serves as an initial source of information and assistance to persons contacting a 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 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 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; composes a letters and other correspondence; 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; serves on committees as assigned; answers telephone and responds to voice mail and emails, routing as needed; 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; issues equipment and assists disabled students with computers and other equipment; schedules interpreters or captioners for deaf students; assembles and maintains materials for application packets, group orientation sessions, registrations, and other related documents; maintains counselor and staff attendance records; provides clerical support for administrative assistant; and assists other student service departments. Performs related duties as assigned.

Counseling Clerk II: In addition to the duties of the Counseling Clerk I, serves as a lead in organizing daily operations of the counseling center; 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; maintains database of counseling statistics; prepares monthly reports for district and external agencies; coordinates the work of and assists in the training of staff and temporary classified and student employees; maintains master files for full-time and adjunct counselors; and prepares instructions for students regarding career and academic planning. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE/EDUCATION

Promotional

General

Counseling Clerk I

One year of experience related to the duties of the position.

Counseling Clerk II

One year of experience in Los Rios Community College District performing as a Counseling Clerk I.

Three years of general clerical experience at the level of Counseling Clerk I. College level course work may be substituted for up to one year of required experience.

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.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Both Levels: Applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position.

Counseling Clerk II: Basic principles of leadership, oversight and training.

ABILITY TO

Both Levels: 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; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data

at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

Counseling Clerk II: Work with minimal direct supervision; effectively train, assign and oversee the work of others.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned