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

<table>
<thead>
<tr>
<th>Promotional</th>
<th>General</th>
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<tbody>
<tr>
<td>Counseling Clerk I</td>
<td>One year of experience related to the duties of the position.</td>
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<tr>
<td>Counseling Clerk II</td>
<td>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.</td>
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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