

STUDENT PERSONNEL ASSISTANT

Contract Education

DEFINITION

Under direction of an assigned manager/supervisor, performs tasks related to providing service to off-campus classes in contract education for business, government, and industry programs or projects.

TYPICAL DUTIES

Acts as a contact and resource person for off-campus instructors, providing information on and coordinating grades and attendance, evaluations, class sites, rosters, etc. Acts as a contact person for students, providing information on class schedules and locations, book titles and prices, holds/obligations to colleges, registration materials, and coordinating the add/drop process with students and faculty. Serves as a liaison for business, government, and industry accounts; serves as a resource person to staff, providing student, class, book, and contact information; and performs general office duties such as typing, filing, and record keeping, and acts as backup receptionist. Maintains a library of each campus' registration materials and catalogs, student petitions, add/drop cards, grade forms and class schedules; provides financial aid information to students, assesses student qualifications for fee waiver, assists students in completing waiver paperwork, and troubleshoots the process. Acts as a contact person for employers, verifying enrollments, providing employee pass/fail status, textbook and instructor information; assists in preparation of and assembles course registration packets for each campus; and maintains confidentiality of information and materials. Orders textbooks for faculty and/or training site coordinators, purchases books from campus bookstores and transports them to class sites; registers students at each site location and sells books during registration process; delivers course materials and textbooks to class locations; collects enrollment and book fees; verifies student enrollments, follows up with missing students, forwards updated rosters to faculty; and assists in conducting orientation sessions. Prepares, uses, and analyzes evaluation questionnaires and other assessment instruments; assists in the preparation of class schedules; provides contract education class attendance information to the District Office; accesses local and district computer files to assemble data for research projects and to schedule classrooms and computer labs; and performs related duties as required.

QUALIFICATIONS

EXPERIENCE

Two years as a student personnel assistant, community services specialist, secretary/clerk, project consultant/coordinator, research assistant or related experience in an educational or community service agency. (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 each college's admissions and records, business office, financial aid, and bookstore procedures. Knowledge of elements of correct English usage, spelling and vocabulary; and letter and report writing. Knowledge of basic computer applications including scheduling software. Knowledge of interpersonal skills using tact, patience, and courtesy. Knowledge of organization and operation of outreach programs; and community service activities. Knowledge of procedures in the development of using survey materials; college contract education activities; and class registration procedures.

SKILL IN

Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate. Skill in finding information and identifying essential information; in communicating with others effectively both orally and in writing to meet the needs of the audience; and managing one's own time and the time of others. 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 maintain confidentiality of information and materials; maintain accurate and complete records; and compile data and prepare reports. The ability to work well under the stress of multiple activities; analyze and solve problems; and to operate a computer. 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.