

STUDENT PERSONNEL ASSISTANT

Counseling

DEFINITION

Under general supervision of assigned manager/supervisor, serves as a staff assistant, providing student personnel services and information on college programs.

TYPICAL DUTIES

Orients students to with student/counseling services and programs; serves as a resource person to students and staff, individually or in groups; assists students in developing their educational and vocational objectives; maintains records and forms used; performs general office duties; and maintains confidentiality of information and materials. Interprets program regulations or benefit requirements and assists students in obtaining needed supportive services; answers routine questions regarding program requirements; compiles and studies occupational, educational, and economic information to assist students in making and carrying out vocational and educational objectives. Collects and evaluates information about students' abilities, interests, and personality characteristics, using records, tests, and interviews; conducts follow-up interviews with students; maintains case records as required; and prepares and updates lists of information, periodic reports and resources. Serve as resource person for students on probation/dismissal process; analyzes and interprets transcripts in response to inquiries; implements changes; maintains confidential dismissal records; inputs and removes applied holds; and confers with dean, counseling staff and other departments regarding processing of probations/dismissals. Oversees student aides; assists with advertising the student/counseling service programs through bulletin announcements, newsletters, display racks and other visual displays; and assists with the development of the master calendar of student/counseling services events as assigned; and orders, reviews, catalogs, inventories, and maintains materials and the website. Assists students by providing information on educational programs; attends appropriate conferences, workshops and staff meetings as assigned; and performs related duties as required.

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 general counseling procedures; career information systems; and interpersonal skills using tact, patience and courtesy. Knowledge of the structure and content of the English language including usage, the spelling and meaning of words, rules of composition, grammar, and letter and report writing. Knowledge of computers including basic software applications and website maintenance; supplies,

materials, and media packages used; typing, record keeping, and filing techniques; college programs; and student services.

SKILL IN

Skill in listening to what other people are saying and asking appropriate questions; being aware of others' reactions and understanding why they react the way they do; and in adjusting actions in relation to others' actions. Skill in assessing how well one is doing when learning or doing something; evaluating the likely success of an idea in relation to the demands of the situation; identifying the nature of problems; and developing approaches for implementing an idea or solution to a problem. Skill in communicating effectively with others orally and in writing as indicated by the needs of the audience; understanding written sentences and paragraphs in work related documents; and in working in a multi-lingual environment.

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 sensitive materials; compile data and prepare reports; and maintain accurate and complete records. The ability to understand and carry out oral and written directions or ideas; speak to large groups; and administer and score assessment instruments utilizing computerized systems. The ability to explain and interpret the function of the services provided; and accept assigned procedures toward completion of tasks. 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.