

## **STUDENT PERSONNEL ASSISTANT - OUTREACH SERVICES**

### **DEFINITION**

Under the general supervision of an assigned administrator / supervisor, assists the Outreach Specialist in providing a variety of student services and information on college programs to facilitate recruitment and retention of students.

### **TYPICAL DUTIES**

Explains the college educational outreach program to individuals and community organizations and seeks information concerning the need for additional programs. Assists with college activities and events related to outreach and matriculation efforts, which may include visitations to secondary schools and community based organizations. Represents the college at feeder (local or service area) high schools. Provides information and referrals to students, staff, and community on college programs and procedures; may represent the college at community functions and organizational meetings; works with the Outreach Specialist and other student services departments on executing workshops, forums, and related college-sponsored events. May assist in the development and/or selection of marketing and promotional materials. Serves as a resource person to staff, students, and the community. May oversee student workers. May assist with tracking student contacts to monitor services required and provide follow-up throughout the enrollment process. Performs related duties as required.

### **QUALIFICATIONS**

#### **EXPERIENCE**

Two years of experience working in a LRCCD student support services or similar position with related duties or three years working with students and/or target groups in public relations, information campaigns or related field. (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: One additional year of qualifying experience may be substituted for up to 30 semester units (45 quarter units) of the required education.

#### **KNOWLEDGE OF**

Knowledge of interpersonal skills using tact, patience and courtesy; and good customer service skills. 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 in the Outreach Program; typing, record keeping, and filing techniques. Knowledge of outreach programs; community service activities; college programs and student services.

**SKILL IN**

Skill in oral and written communications that can be adapted to many different audiences (e.g., high school counselors and staff, parents and students); understanding written sentences and paragraphs in work related documents. Skill in listening to what other people are saying and responding appropriately; being aware of others' reactions and understanding why they react the way they do; and in adjusting one's actions in relation to others' actions.

**ABILITY TO (ESSENTIAL FUNCTIONS)**

The ability to perform the basic 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 meet schedules and time lines. The ability to effectively represent and present information about the college. The ability to relate appropriately with others, demonstrating understanding, sensitivity and respect. The ability to speak effectively to large and small groups. The ability to oversee student workers. The ability to understand and carry out oral and written directions; and maintain confidentiality of sensitive material. The ability to maintain accurate records, data, and reports. 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)**

Computers and modern office equipment.