

STUDENT PERSONNEL ASSISTANT

Small Business Development Center

DEFINITION

Under direction of assigned manager/supervisor, performs tasks related to providing service for seminars and classes in small business education programs or projects.

TYPICAL DUTIES

Serves as a liaison for small business clients; orients potential clients, individually or in groups, to the Center and its resources; establishes and maintains relationships with employers and personnel from supportive service agencies to develop opportunities for clients; and acts as a contact and resource person for instructors, staff, consultants and clients. Assists in data gathering and preparation of performance statistics and reports; maintains records and forms used in the operation of the Center. Registers participants and collects fees; assists in the preparation of seminar and workshop registration packets; prepares, uses and analyzes evaluation questionnaires and other assessment instruments; prepares and updates lists of information and resources available; and maintains confidentiality of information and materials. Performs general office and record keeping duties; assists with advertising the Center and its programs by preparing marketing and promotional materials including bulletin announcements, newsletters, display racks and other visual displays; and assists with the development of the master calendar of Center events as assigned. Orders, reviews, catalogs, inventories, and maintains materials for the Center including career and educational information from colleges and the armed services; and attends appropriate conferences, workshops and staff meetings as assigned. Assists in locating and securing classroom sites; monitors the amount the Center is used; delivers seminar course materials and handouts to training locations; addresses community groups and faculty members to explain services; accesses the central district computer; and performs related duties as required.

QUALIFICATIONS

EXPERIENCE

Two years as a clerk, secretary, or community services specialist with a community college or related experience in an educational or community service agency, serving small business, industry or government. (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 elements of correct English usage, spelling and vocabulary; and letter and report writing. Knowledge of computers, supplies, materials, software and media packages used in the Small Business Development Center. Knowledge of interpersonal skills using tact, patience and courtesy; policies and practices involved in personnel/human resource; and peer counseling techniques. Knowledge of the organization and operation of outreach programs, college programs, and student services. Knowledge of

procedures for the development and use of marketing materials; record keeping and administrative practices; and fundamental college procedures. Knowledge of small business development activities; and registration procedures.

SKILL IN

Skill in using logic and analysis to identify the strengths and weaknesses of different approaches to problems. 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 managing one's own time and the time of others; 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 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; and communicate to small or large groups about the Center's resources; work well under the stress of multiple activities; analyze and solve problems; and deliver materials to training locations throughout the service area. 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.