

STUDENT PERSONNEL ASSISTANT

Student Services

DEFINITION

Under general supervision of assigned manager/supervisor, serves as a staff assistant in providing student services and information on college programs in one or more of the following areas: Admissions and Records, Call Center, and/or Matriculation.

TYPICAL DUTIES

Oversees students, peer assistants, and temporary staff; maintains confidentiality of information and materials; serves as a resource person to students and staff; develops forms for office use; and performs general office duties such as filing, maintaining records, answering the phone, and making appointments. Prepares periodic reports; provides assistance in coordination of budget requests and allocations; transmits data to the central district computer; and attends appropriate conferences, workshops and staff meetings as assigned. Recruits, interviews, hires, and trains student aides and temporary staff for registration, orientation, and office work; and maintains timesheets and tracks budget for student aides and temporaries. Perform related duties as assigned.

Admissions & Records (Typical duties plus): Distributes program information materials, catalogs and brochures; prepares and updates lists of information and resources available; answers routine questions regarding program requirements; and interprets program regulations and assists students in obtaining needed support services. Maintains bulletin boards, display racks, and other visual displays; provides program assistance to individual students, staff, and faculty; assists in performing high school liaison duties including participation in college day/night programs and routine visits to feeder high schools; and assists with business liaison duties including participation in Ed/Career Fairs and on-site registrations at our off-campus locations. Collects information about students using records and tests; assists in coordination of veteran's benefit programs for students; and provides assistance in coordination and planning for activities in the Reentry/Women's Center. Compiles and studies occupational, educational, and economic information to assist students in making and carrying out vocational and educational objectives; generates and monitors bulk mail; and provides assistance in coordinating efforts for advertising (signs, newspaper ads, press releases, TV.)

Call Center (Typical duties plus): Intakes inquiries using phone and other current technology based systems to guide, advise, and direct students and general public to appropriate resources; maintains ongoing relationships with staff and administration to remain current with all marketing, academic components, and special events; coordinates problem resolution with appropriate departments; assists with coordination of call campaigns for recruitment, retention and completion efforts; guides students to complete application process, academic program selection, additional enrollment processes, and college visits.

Matriculation (Typical duties plus): Develops and distributes information packets to high school principals and counseling departments announcing each semester's registration procedure. Distributes early application packets to high schools and at special events. Coordinates student retention project; coordinates phone calls for the purpose of recruitment/retention/persistence; keeps staff informed about enrollment management activities; answers tutoring questions and schedules student appointments with tutor; hires, schedules, oversees, and collects timesheets for all tutors; proctors make-up tests; may assist with DSP&S note taking, tutoring and test proctoring during summer session; logs hours of tutors and

tutees; collects and evaluates information about students referred by faculty for early alert services. Provides students with assessment information and directs them to appropriate campus services; operates computerized assessment systems; scores tests using computer scoring systems. May assist with administering diagnostic, placement and specialized tests, vocational interest inventories, and aptitude tests, and proctor exams. Conducts assessment orientation sessions. Assists with large and small group orientations to the college; develops, coordinates, and delivers new student orientation presentations using PowerPoint; assists in producing and updating new student orientation video in English and other selected languages; works with counselors to develop their orientation presentations; and maintains database of student orientation information and attendance and posts on SARS.

QUALIFICATIONS

EXPERIENCE

Two years of experience in a 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).

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Knowledge of computers, including graphics packages and scheduling software, word processing, Internet usage, database management, and spreadsheets; designing, adding, deleting and changing text and graphics on a web page and loading those changes to a server as required; college programs and student services; career information systems; and general Student Services procedures; 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.

ABILITY TO

The ability to perform the essential functions of the position; explain and interpret the function of student services; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and time lines;; 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; adapt to changing technologies;

work successfully with diverse populations; effectively learn and use software packages, establish best practices in that software, and communicate these practices to faculty and staff

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.