

STUDENT SUPPORT ASSISTANT

DEFINITION

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

TYPICAL DUTIES

Familiarize students to available resources, services and programs, individually or in groups; answer questions regarding assigned program requirements; present workshops on topics related to area of assignment; assist students with completing related forms and reviewing for completion; interpret program regulations or benefit requirements for assigned area, and assist students in obtaining needed supportive services; serve as a resource person to students and staff on area of assignment; work in cooperation with campus faculty, staff, other campus student resources, and related community agencies to serve student needs and represent the college; assist with advertising the resources and programs provided by area of assignment, such as bulletin announcements, newsletters, flyers, handouts, web pages, and other visual displays; assist with outreach efforts including visits to secondary schools or community organizations; assist with coordination and support of campaigns for recruitment, retention and completion efforts; record and coordinate student documentation and maintain related records; assist with follow-up studies and activities relating to the evaluation of services provided by the program; maintain confidential information and materials; perform general office duties such as filing, data entry, maintaining records, answering the phone, and making appointments; assist with the development of the master calendar of events, and other related scheduling; order, review, catalog, inventory, maintain materials, and prepare and update lists of information and available resources; create, modify, and maintain reports, records and forms used; attend appropriate conferences, workshops and staff meetings as assigned; recruit, interview, hire, and train temporary employees, and assist with processing related timesheets; assist with monitoring budget information, such as processing requisitions and other related budget processes; perform related duties as assigned.

In addition to the Typical Duties noted above, duties for the below noted areas of assignment include (the below list does not represent all areas of assignment):

Athletics: Review academic performance of student athletes and make appropriate referrals; assist in follow-up of unsatisfactory reports, and complete eligibility unit checks.

Call Center: Intake inquiries and refer students and public to appropriate resources; assist with coordination and support of call campaigns for recruitment, retention and completion efforts; guide students to complete application process, academic program selection, additional enrollment processes, financial aid application, and college visits.

Career Center/Internships: Research current labor market for career and transfer opportunities, with emphasis on college program areas; refer qualified students to employers or employment services for placement, and conduct follow-up interviews with students; provide assistance with mock interviews, resume critiques, and job searches; administer career planning assessments; provide vocational and educational guidance training for students.

Student Life: Assist with the development and supervision of student organizations in collaboration with student leaders; plan and coordinate social and cultural activities for students; attend and assist with coordination of college activities sponsored by the student association and other student groups; coordinate the student election process.

QUALIFICATIONS

EXPERIENCE

Two years of experience related to the duties of the position. **NOTE:** An additional year of qualifying experience may be substituted for up to one year of college education.

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

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; basic principles of leadership, oversight and training.

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 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 timelines; 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; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations; cultivate and develop inclusive and equitable working relationships with students, faculty, staff and community members.

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

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