

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Assistant, Senior

Unit: Office Technical

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Job Code: J1144
Original Date: 01/1991
Last Revision: 10/2016
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 19

DEFINITION

Under the direction of a Student Services Supervisor, or other assigned supervisor or manager, serve as the lead technician in performing specialized clerical and technical duties and/or have primary technical direction in a student services area, such as admissions, registration, records maintenance, residency determination, financial assistance, veterans' affairs, and counseling services.

DISTINGUISHING CHARACTERISTICS

The Senior Student Services Assistant classification is distinguished from the Student Services Assistant classification in that incumbents not only provide specialized clerical and technical assistance in one of the above-mentioned areas, but also provide the lead and/or primary technical direction in the assigned area of student services. All incumbents assigned to a student services classification provide technical assistance and information to students on a one-to-one basis.

EXAMPLE OF DUTIES

1. Train and provide work direction and guidance to classified staff in assigned area of student services.
2. Resolve complex problems involving student applications, forms, and records.
3. Interview students, evaluate documents and other evidence, both written and oral, and determine student status as governed by existing laws; request information from students as necessary.
4. Provide technical assistance and information to students regarding admissions and records, registration, veterans' affairs, or counseling services.
5. Instruct students in correct procedures for completion of forms and applications; explain applications, requirements, and restrictions; review completed forms for accuracy and completeness.
6. Process applications and forms; review records for change in status; request transcripts, records, and other information needed to determine status of applications and forms.
7. Prepare and transmit correspondence for students, verifying student status and other information; respond to requests from other educational institutions and agencies involving the verification of student status and records.
8. Maintain confidential records and files.
9. Review changes in State laws and district policies and update working procedures as appropriate.
10. Prepare evidence for appeal committees; answer inquiries from district officials, faculty, students, and other institutions.
11. Update student records, generate reports, and verify student information; may collect money and reconcile cash receipts on a daily basis.
12. Compile and prepare statistical and other reports and records; prepare correspondence.

- 13. Attend meetings as assigned.
- 14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Code and other laws.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communications skills.
- Record-keeping techniques.
- Rules, regulations, policies, and procedures of assigned program.
- Student/management information systems.
- Technical aspects of field of specialty.

Skills and Abilities:

- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with others.
- Establish and meet schedules and time lines.
- Interact effectively with students and staff.
- Interpret and explain rules, regulations, policies, and procedures regarding assigned student services area.
- Maintain confidential records and files and prepare reports.
- Make arithmetic calculations with speed and accuracy.
- Meet schedules and timelines.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Perform technical duties of complex difficulty in assigned student services area.
- Plan and organize work.
- Relate effectively with people from varied cultural and socio-economic backgrounds.
- Train and provide work direction to others.
- Type/keyboard at 45 words per minute.
- Understand and follow oral and written directions.
- Use computer applications, including word processing, spreadsheets, and databases.
- Work independently with little direction.

Training and Experience:

- Any combination of training and experience equivalent to: graduation from high school and one year of experience at the level of Student Services Assistant in the area of specialty.

WORKING CONDITIONS

Physical Requirements:

- Category III, usually minimum.

Environment:

- Favorable, usually involves an office.