

San Diego Community College District

NANC JOB DESCRIPTION

Title: Student Services Clerk

Unit: Non-Academic/Non-Classified Service

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Job Code: N1760

Original Date: 04/2018

Last Revision: 04/2018

Staff Type: NANCE

FLSA status: Non-Exempt

FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical duties in a student services area, such as admissions, registration, records maintenance, financial assistance, veterans' affairs, placement, counseling services, or attendance.

DESIRABLE QUALIFICATIONS:

Knowledge of modern office practices, procedures, and equipment, including computer hardware and software; record-keeping techniques; English usage, grammar, spelling, punctuation, and vocabulary; oral and written communications skills; and record-keeping techniques. Ability to perform a variety of clerical duties; demonstrate interpersonal skills using tact, diplomacy, and courtesy; communicate effectively both orally and in writing; understand and follow oral and written directions; establish and maintain effective working relationships with others. Sufficient training and experience to satisfactorily perform assigned duties.

TYPICAL DUTIES INCLUDE:

- Provide assistance and information to students regarding admissions, student registration, records maintenance, financial assistance, veterans' affairs, work experience, or counseling services.
- Assist students in correct procedures for completion of forms and applications.
- Update and verify student records and information.
- Respond to requests from other educational institutions and agencies involving the verification of student status and records.
- Schedule appointments for students with counselors and other staff members.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons.
- Maintain records and files.