

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Assistant

Unit: Office Technical

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Job Code: J1142
Original Date: 01/1991
Last Revision: 10/2016
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 16

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

The Student Services Assistant classification is the first level class of the student services series. Incumbents provide specialized clerical and technical assistance in one of the above-mentioned areas. Incumbents assigned to a Student Services Assistant classification provide technical assistance and information to students on a one-to-one basis. Incumbents assigned to the Senior Student Services Assistant classification provide the lead and/or primary technical direction in an assigned area of student services.

EXAMPLE OF DUTIES

1. Provide technical assistance and information to students regarding admissions, student registration, records maintenance, financial assistance, veterans' affairs, work experience, or counseling services.
2. Instruct students, at a Student Services counter, in correct procedures for completion of forms and applications; explain applications, requirements, and restrictions; review completed forms for accuracy and completeness.
3. Process applications and forms; review records for change in status; request transcripts, records, and other information needed to determine status of applications and forms; may collect tuition and other money and reconcile cash receipts.
4. Update and verify student records and information and generate reports.
5. Train and provide work direction and guidance to student aides and hourly assistants.
6. 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.
7. Schedule appointments for students with counselors and other staff members; answer telephones and provide information and assistance.
8. Establish and maintain appropriate records and files.
9. Analyze and determine status of application and forms; refer problems to Senior Student Services Assistant for assistance and resolution, notify students of determination of need for additional information.
10. Compile and prepare statistical and other reports and records; prepare correspondence.
11. Provide information and assistance to faculty, other staff members, and the public.
12. 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:

- Collect, count, and reconcile money.
- 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.
- Learn, interpret, and explain rules, regulations, policies, and procedures regarding assigned student services area.
- Maintain confidential records and files and prepare reports.
- Make simple arithmetic calculations.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Perform clerical duties of average difficulty.
- Plan and organize work.
- Prepare, process, and transmit a variety of student information.
- Relate effectively with people from varied cultural and socio-economic backgrounds.
- Train and provide work direction to hourly and student workers.
- 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 three years of clerical experience, including frequent public contact.

WORKING CONDITIONS

Physical Requirements:

- Category III, usually minimum.

Environment:

- Favorable, usually involves an office.