

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **STUDENT SERVICES ASSISTANT**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, provide clerical support in an assigned student services program including, but not limited to, EOPS or ASCC Flea Market; and assume responsibility for assisting in office management activities as well as providing direct assistance to students requiring a moderate degree of independent judgment.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Participate in planning, organizing, and coordinating the daily office operations of the assigned office.
2. Provide technical information on programs and services available; assist students in completing required forms and in locating services available in and out of the College; determine student eligibility based on program criteria using in-house software.
3. Maintain records and documentation of services provided; compile data, and prepare and type reports and correspondence.
4. Maintain working knowledge of standard operating procedures within the area of assignment, and of legislation directly affecting programs and services offered to or by students; interpret District, state and federal regulations and policies to provide accurate information and services to students and staff.
5. Process paperwork for various state and federal programs of student financial aid, including verifying and monitoring student eligibility and records, maintaining financial accountability and interpreting government laws.
6. Review and evaluate files to ensure compliance; evaluate student academic progress and advise students of subsequent options.
7. Prepare publicity materials for programs and activities; coordinate displays, exhibits, visitations, workshops and seminars related to the assigned program.
8. Organize and conduct orientation sessions for new and continuing students to become acquainted and updated on college and program policies, services, academic expectations and procedures.
9. Serve as staff liaison for other areas on campus and outside professional contacts at elementary and secondary schools, community agencies and organizations.
10. Assist in the preparation of related state, federal and district reports; resolve discrepancies as necessary.
11. Assist in recruiting, selecting and training students who participate in various student leadership and activity roles.
12. Perform related duties as required.

**Chabot-Las Positas Community College District  
Student Services Assistant (Continued)**

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations and procedures of the student services office to which assigned.
2. Basic interviewing techniques.
3. Methods and techniques of assisting and informing students.
4. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
5. Technical aspects of field of specialty such as residency, transcripts or continuing education.
6. Principles and practices of record keeping and filing.
7. Interpersonal skills using tact, patience and courtesy.
8. Correct English usage, grammar, spelling, punctuation and vocabulary.
9. Oral and written communication skills.

**Ability to:**

1. Perform specialized clerical duties related to the assigned student service area.
2. Interpret, apply and explain applicable rules, regulations, policies and procedures within the area of assignment.
3. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
4. Schedule and prioritize work while working with frequent interruptions.
5. Type or enter data at a speed necessary for successful job performance.
6. Use correct English grammar, punctuation, and spelling.
7. Understand and follow verbal and written instructions.
8. Supervise student assistants.
9. Communicate clearly and concisely, both orally and in writing.
10. Establish and maintain effective working relationships with those contacted in the course of work.
11. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of responsible clerical experience in a related program area involving public contact.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Chabot-Las Positas Community College District**  
**Student Services Assistant (*Continued*)**

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

6/19/01

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical – Secretarial - Fiscal