INSTRUCTIONAL ASSISTANT I/II – STUDENT SERVICES

DEFINITION

Under general supervision, performs a variety of standard to difficult program support, tutoring and office administrative activities in support of the Transfer/Career Center, Puente and International Student programs; performs related duties as required or assigned.

CLASSIFICATION CHARACTERISTICS

Instructional Assistant I – Student Services is the entry level classification of this support series. This position provides direct support to students. Initially under supervision, incumbents learn about the College Transfer/Career Center, Puente and International Student programs and procedures. As experience is gained, there is greater independence of action within established guidelines. This classification is alternately staffed with Instructional Assistant II – Student Services and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level classification.

Instructional Assistant II – Student Services is the experienced level classification of this series, competent to perform standard to difficult program support services. Incumbents in this classification may be assigned duties in support of the overall Transfer/Career Center, Puente and International Student programs. General work guidelines are normally established; however, day-to-day activities require the use of initiative and judgment in specific situations.

EXAMPLES OF DUTIES (Illustrative Only)

- Prepares, compiles, collates, maintains, updates and disseminates Transfer/Career Center materials (E)
- Assists individual students and groups with research materials and college admissions processes and procedures, UC and CSU Transfer Admission Guarantees (TAG) and Transfer Admission Agreements (TAA) and career information (E)
- Answers student questions regarding transfer/career research, college admissions applications, essays and other college application materials and career assessments (E)
- Develops and presents learning materials and instructional exercises to individuals and groups (E)
- Works with students individually and/or in small groups to reinforce Transfer/Career Center information; keeps abreast of Transfer/Career Center, Puente and International Student program changes (E)
- Conducts presentations regarding UC and CSU transfer information and transfer agreements (E)
- Assists in coordination and publication of Transfer/Career Center activities and workshops (E)
- Coordinates materials, equipment, facilities and supplies (E)
- Trains students and others in the use of specialized computer programs, research materials and transfer procedures (E)
- Assists in completing and processing various forms, certificates and other documents (E)
- Maintains physical environment and condition of the Transfer/Career Center and its equipment; maintains an inventory of and requisitions supplies and equipment (E)
- Maintains the Transfer/Career Center website (E)
- Schedules university representatives and off-site campus tours; assists with calling and scheduling student appointments with counselors and university representatives (E)
- Schedules and coordinates transfer events for international students (E)
EXAMPLES OF DUTIES (continued)

- Maintains the security of confidential information, including student records (E)
- Operates standard office equipment and instructional media (e.g. Microsoft Word, Datatel, Excel, ACCESS, Desktop Publishing Eureka, ASSIST, College Source, SARS grid) (E)
- Attends to a variety of office administrative details such as arranging for the repair of equipment, transmitting information and keeping reference materials up to date (E)
- Assists in the recruitment and selection of student assistants; and provides instruction in safe work procedures (E)
- May conduct workshops, orientations and meetings, which may require driving students to various offsite facilities
- May provide bilingual services to monolingual and limited English-speaking students
- May prepare, administer and score tests and examinations
- Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job characteristics as defined under Classification Characteristics.

Knowledge of:

- Subject matter
- Effective instructional techniques
- Principles, theories, practices, methods and equipment of the Transfer/Career Center, Puente and International Student programs
- Health and safety practices related to the Transfer/Career Center
- Standard office practices and procedures including filing, and the operation of office equipment, including personal or online computers (e.g. Microsoft Word, Datatel, Excel, ACCESS, Desktop Publishing, Eureka, ASSIST, College Source, SARS grid)
- Detailed recordkeeping and budget tracking
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Safely operating, maintaining and demonstrating the use of specialized equipment, supplies and materials
- Drafting, formatting and editing essays on computers
- Applying and explaining methods and procedures
- Reading, understanding and presenting materials to students
- Keeping abreast of Transfer/Career Center, Puente and International Student program changes
- Coordinating multiple projects and meeting deadlines
- Maintaining accurate records, files and databases
- Preparing clear and concise reports, correspondence and similar written materials
- Establishing and maintaining effective working relationships with those contacted in the course of the work including those from diverse backgrounds
- Understanding and following oral and written instructions
- Operating a personal computer to enter, edit and retrieve data and generate reports
- Effectively operating and maintaining an orderly instructional environment
QUALIFICATIONS (continued)

Other Minimum Requirements:

- Possession of and ability to maintain a valid California Class C driver’s license and safe driving record during the course of employment
- Specified positions may require bilingual skills in Spanish/English or other languages
- Specified positions may require registration, licensure or certification related to the assigned instructional program area
- Must be willing and able to work at various campus sites

Desirable:

- Possession of or ability to obtain a California Class B driver’s license within the first six months of employment; ability to maintain Class B license and safe driving record during course of employment
- Bilingual (Spanish/English)

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

**Instructional Assistant I – Student Services:** Equivalent to completion of two years of college with college level, lower division* coursework in an area which will provide the knowledge and skills to support the Student Services *(transfer-level, sophomore or above) and two years of experience in either educational support work which has included interaction with students in a classroom or tutorial setting, or work in the program area to which assigned.

**Instructional Assistant II – Student Services:** In addition to the above, one year of full time equivalent experience providing instructional assistance in a classroom, laboratory or tutorial setting at a level equivalent to the College's class of Instructional Assistant I.

Established: December 14, 2011