STUDENT SUPPORT SERVICES ASSISTANT I/II

DEFINITION

Under general supervision, provides a variety of standard to difficult student support services that inform students about educational processes; performs office administrative activities in support of the Transfer/Career Center, Counseling and International Student programs; and performs related duties as required or assigned.

CLASSIFICATION CHARACTERISTICS

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

Student Support Services Assistant II is the experienced level classification of this series, competent to perform standard to difficult program support services. Incumbents in this classification will be assigned more independent duties in support of the overall Transfer/Career Center, Counseling 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)

- Assists counseling faculty efforts to support student identification of college major and career goals; informs students of the components of an education plan; assists students in selecting classes and schedule planning once counseling faculty have developed the parameters for the sessions (E)
- Provides and disseminates student services information about practices and program requirements in accordance with faculty direction (E)
- Assists individual students and groups with reference and research materials such as class schedules, catalog and program websites and Transfer/Career Center information; keeps abreast of Transfer/Career Center changes (E)
- Assists students with college admissions processes and procedures, UC and CSU Transfer Admission Guarantees (TAG) and Transfer Admission Agreements (TAA); assists with online registration issues (E)
- Answers student questions regarding transfer/career research, college admissions, applications, essays and other college application materials and career assessments (E)
- Assists students in completing and processing various documents, certificates and forms that support students educational plan and progress (E)
- Prepares, compiles, collates, maintains, updates and disseminates Transfer/Career Center materials; assists in coordination and publication of activities and workshops (E)
- Facilitate groups and workshops, orientations and meetings; presents information regarding UC and CSU transfer and transfer agreements (E)
- Attends to a variety of office administrative details such as coordinating materials, transmitting information, keeping reference materials up to date, maintaining equipment and arranging for repair, maintaining physical environment and condition of the Transfer/Career Center, and requisitioning supplies and equipment (E)
EXAMPLES OF DUTIES (continued)

- Trains students and others in the use of specialized computer programs, related to research, transfer and career information and procedures (E)
- Updates and maintains the Transfer/Career Center website (E)
- Coordinates information on the Transfer Center website with the information on the Counseling website (E)
- Schedules university representatives and off-site campus tours; assists in scheduling student appointments with counselors and university representatives (E)
- Assists in planning and coordinating orientations, activities and events such as transfer fairs, cultural outings and presentations that support international students (E)
- Maintains the security of confidential information, including student records (E)
- Operates standard office equipment and instructional media (e.g. Microsoft Word, Datatel, Excel, ACCESS, website management, desktop publishing Eureka, ASSIST, College Source, SARS grid) (E)
- Assists in monitoring budget allocations and expenditures, maintains financial and statistical records and prepares reports (E)
- Assists in the recruitment and selection of student assistants; and provides instruction in safe work procedures
- May use vehicle or college van to drive students to various offsite facilities for position-related activities
- May provide bilingual services to monolingual and limited English-speaking students
- May prepare and administer career inventories
- 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:

- Basic student service functions and programs of a community college or similar educational setting such as transfer and career, counseling and international student programs and services
- Principles, theories and practices, methods of the Transfer/Career Center, Counseling and International Student programs
- Effective oral and written communication skills, including group presentation skills
- 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, website management, desktop publishing, Eureka, ASSIST, College Source, SARS grid)
- Detailed recordkeeping and budget tracking
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Keeping abreast of Transfer/Career Center, Counseling and International Student program changes
- Coordinating multiple projects, setting priorities and meeting critical deadlines
- Drafting, formatting and editing documents on computers
QUALIFICATIONS (continued)

Skill in: (continued)

- Establishing and maintaining effective working relationships with those contacted in the course of the work including those from diverse backgrounds; working cooperatively in a team and with staff from other programs and services;
- Effectively communicate, orally and in writing, with students, staff and the public
- Applying and explaining methods and procedures
- Reading, understanding and presenting materials to students
- Maintaining accurate records, files and databases
- Preparing clear and concise reports, correspondence and similar written materials
- Understanding and following oral and written instructions
- Operating a personal computer to enter, edit and retrieve data to produce correspondence, reports and other written materials using various software such as Microsoft Word, Datatel, Excel, ACCESS, website management, desktop publishing Eureka, ASSIST, College Source, and SARS grid
- Effectively operating and maintaining an orderly environment

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
- Must be willing to work days, evenings and weekends 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:

**Student Support Services Assistant I**: Equivalent to completion of two years of college which will provide the knowledge and skills listed above and two years of program support experience preferably in an educational setting which included interaction with students.

**Please note**: Additional experience that would provide the required expertise as outlined above may be substituted for the education on a year-for-year basis and/or additional education may be substituted for the experience on a year-for-year basis.

**Student Support Services Assistant II**: In addition to the above, one year of full time equivalent experience providing support to students at a level equivalent to the College's class of Student Support Services Assistant I.

Established: February 12, 2013