

STUDENT ORIENTATION AND EVENTS ASSISTANT

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a wide variety of daily functions associated with students, new students, and international student programs, events, and activities. Serves as a primary resource and works closely with orientation and event planning committees; ensures compliance with District policies, procedures, and established rules and regulations; provides guidance and organizational support to ensure event and/or activity success.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Provides a full range of clerical, administrative, and technical program support for the Recruitment & Outreach Team; assembles, updates, and maintains records, files, file sharing, and filing systems; composes, prepares, and duplicates office correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and other related department information; answers phones, refers callers to appropriate departments, programs, or staff; takes and distributes messages; maintains and orders supplies. *
2. Provides information and assistance to the Recruitment & Outreach team in person, by telephone, electronic technology such as email, and/or written correspondence; assists faculty, staff, students, and the public on campus or at an assigned event or activity in a pleasant and helpful manner; explains program applications, policies, procedures, requirements, and restrictions. *
3. Supports application workshops, admissions presentations, meetings, and other activities related to Recruitment & Outreach team; assists in the arrangement of speakers, instructors and/or subject matter experts; plans and schedules Recruitment & Outreach events to engage with prospective students from the community in our service area. *
4. Utilizes various computer applications and software packages; creates, maintains, and generates reports, spreadsheets, charts, graphs, and tables; prepares agendas and takes minutes of meetings. *
5. Maintains and updates variety or recordkeeping documents on student contacts, student outcomes, student sponsors, schedules, appointments, and yearly calendars of events and activities related to the area of assignment. *
6. Extracts, compiles, and tabulates simple statistical data and information from various sources including data compiled and records kept as they relate to the Recruitment & Outreach team and student enrollment; prepares appropriate forms, schedules, reports, newsletters, and lists related to assigned event and/or activity; summarizes, enters, reviews and verifies data for accuracy, completeness, and compliance to rules,

- regulations, policies, procedures, and other mandates. *
7. Participates in the development of marketing strategies for advertising Recruitment & Outreach events and activities on and off Campus. *
 8. Assists with the coordination of meetings, trainings, workshops, and/or events; prepares and processes facilities use requests, room reservations, catering orders, and other event activities to ensure a successful outcome related to the area of assignment. *
 9. Edits and revises handbooks, promotional materials, brochures, and other printed informational and communication materials for distribution, on and off campus; maintains an archived library of resource materials. *
 10. Assists in the development and implementation of revised and/or new procedures, including those to ensure effective and efficient day-to-day operations of the assigned area. *
 11. Assists with the training of and providing direction to student employees; monitors hours worked; familiarizes new student employees or other temporary help with area of assignment, facilities, use of equipment and departmental policies and procedures. *
 12. Assists in the promotion of necessary support services to increase the District's support of students in a student activities centered environment. *
 13. Provides assistance to and backs up co-workers and other staff within assigned department as necessary. *
 14. Assist with the set-up and/or monitoring of student events and/or activities at various on or off campus locations.*
 15. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 16. May serve on a variety of District committees as requested.
 17. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of work experience providing clerical support to student programs and/or activities.
- Or, any combination of education and experience which would provide the required qualifications for the position.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Associate degree with coursework in recreational administration, multicultural programming, community affairs, or related discipline.
- Experience working in an educational environment within the area of student services involving frequent student contact.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.

- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Computer software programs and applications related to the area of assignment.
- Mobile devices and applications utilized by the District and/or college.
- Principles and practices of special event coordination and marketing techniques.
- Social, cultural, and recreational programs of the District.
- Policies and procedures related to the Student Code of Conduct.
- Student government and leadership.
- Methods and techniques in working with current and prospective students.
- Interpersonal skills using tact, patience, and courtesy.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Department and/or program policies and procedures related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Plan, organize, and conduct group functions, meetings, and events.
- Extract, compile, organize, and analyze statistical data.
- Work confidentially with discretion.
- Understand the scope of authority in making independent decisions.
- Review and analyze situations accurately to determine appropriate action according to established guidelines.
- Interpret and apply the rules, regulations, policies, and procedures related to student clubs, events, activities, and services.
- Collaborate with others to develop services, events, and activities related to the area of assignment.
- Greet and provide information or direction to the public, faculty, students, and staff respectfully.
- Safely operate a motor vehicle.

- Perform administrative activities of moderate to complex difficulty with speed and accuracy.
- Complete work assignments according to established timelines.
- Update, maintain, and follow schedules and calendars.
- Execute problem solving and critical thinking skills.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate sensitivity to and respect for diverse populations.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

May be required to work a schedule involving evenings and weekends.

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

Class Code: C187.100

Salary Range – CSEA 18 – Non-Exempt

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.