

STUDENT SERVICES ASSISTANT

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of clerical duties in support of the various Instructional and Student Services Departments; provides program support and assistance to students, faculty, staff, and the public on subjects and issues related to the District or area of assignment.

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. Assists in the day-to-day operations of Instructional and Student Services departments; ensures timely and efficient assistance to students, staff, faculty, and the public. *
2. Assists the assigned department Supervisor with administrative matters anticipating business needs and cycles including recurring monthly and yearly activities; applies a high level of confidentiality; responsibility; and judgement.*
3. Provides routine assistance and information regarding student services programs, services, policies, and procedures, to include the offices of Admissions and Records, Financial Aid, Extended Opportunity Programs and Services (EOPS), Career Center, Job Placement, Disabled Students Programs and Services (DSPS), Orientation, English as a Second Language (ESL) program, and Counseling to assist students in achieving academic success. *
4. Assists Staff/Faculty with classroom key process, reservations and utilization, classroom technology, and responds to general department and/or program inquiries; advises students of class cancellation and initiates the Exception Notice process. *
5. Assists Instructional Departments with coordinating schedule and classroom utilization at assigned location; verifies schedule for accuracy while adhering to established District timelines.*
6. Establishes and maintains efficient filing systems and other resources records and materials as needed or required.*
7. Organizes storeroom and keeps inventory of office forms/supplies; class manipulatives and media peripherals; may order supplies as needed.*
8. Answers the telephone and general email inquiries; provides information and assistance to callers; takes messages and/or routes calls to appropriate personnel or departments; greets and assists office visitors. *
9. Acts as a liaison between the assigned location and the main campus student services offices; refers current and prospective students and members of the community to the correct department, program, and/or available resources and/or services, as appropriate. *
10. Sets up, maintains, and monitors appointments for counselors serving student populations; generates standard reports related to counseling contacts and services provided. *
11. Generates student records for appointments with counselors; ensures files are complete

- with transcripts and various student data as required for scheduled appointments; schedules appointments; ensures appropriate entries or requests are noted. *
12. Assists and guides students to follow the correct procedures when completing required forms and applications; reviews completed forms and applications for accuracy, completeness, and compliance; forwards completed forms to various student services and instructional departments. *
 13. Assists with the coordination of various activities, including but not limited to room reservations for staff meetings, trainings, student orientations, and financial aid workshops; posts and distributes information related to instructional and student services. *
 14. Processes library loans for Wi-Fi, laptops and calculators by assisting students with loan contracts and inputting into the loan system.*
 15. Operates a variety of computers, software programs and applications, computer hardware, and peripheral equipment to perform various standard clerical and administrative activities such as formatting, updating, and maintaining department and/or program documents and reports including but not limited to correspondence, memoranda, spreadsheets, lists, flyers, informational handouts, and reference materials. *
 16. Performs various clerical and office functions including but not limited to schedules meetings, generates/types reports, and standard correspondence; updates and maintains records, files, file sharing, and filing systems; duplicates and archives records, documents, forms, form letters, brochures, and informational materials, opens and distributes mail or materials to appropriate staff, departments, and/or programs, as appropriate; tracks office supply inventory, orders office supplies when needed. Organize and administer exam proctoring, including scheduling and related services. *
 17. Assists with updates and maintenance of assigned webpages; adds, edits, and updates social media postings across a variety of platforms. *
 18. Maintains department equipment and performs routine troubleshooting of peripheral equipment such as copiers, printers, classroom technology, and other related equipment; arranges for and submits work orders to the help desk, as needed. *
 19. Resolve daily routine issues; refers non-routine issues to supervisor for assistance, guidance, and/or resolution. *
 20. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 21. May serve as the center monitor in situations involving natural disasters, fire, and acts of aggression.
 22. May assists with performing closing procedures at assigned center.
 23. May participate in hiring student assistants, student workers, and/or short-term, temporary staff; may interview, train, provide work direction, guidance, and review work related to the area of assignment.
 24. May serve on a variety of District committees, as requested.
 25. Performs other duties that support the overall objective of the position.
 26. Ensures students' rights to privacy, safety and confidentiality are maintained.

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 education, business administration, community affairs, or related discipline.
- Two (2) years of clerical experience supporting a department or program.
- 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.
- 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.
- Mobile devices and applications utilized by the District and/or college.
- 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.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.

- Department and/or program policies and procedures related to the area of 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.
- Perform administrative activities of simple to moderately difficulty with speed and accuracy.
- Operate computers, hardware, and peripheral equipment.
- Complete work assignments according to established timelines.
- Update, maintain, and follow schedules and calendars.
- Understand and carry out verbal and written instructions and direction.
- 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.
- 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.
- 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.

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.