

Range: 24
Hours: 8,3
Week: 40, 9
Months: 12, 10

**SHASTA-TEHAMA-TRINITY
COMMUNITY COLLEGE DISTRICT**

JOB TITLE: Student Services Assistant

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To perform a variety of general clerical duties in support of the day-to-day operations, programs, and activities related to student admissions, records, and/or within a framework of standard policies and procedures. This job class exercises responsibility for providing for general clerical assistance to include typing, filing, receptionist, record keeping, and other office support functions. Positions in this job class may be assigned to work in the Admissions and Records Office or the Transfer Center. This job class functions at a journey level and requires the successful processing and accomplishment of a variety of tasks and details from the initiation of a relevant procedure to its completion. Good communication skills in dealing with staff and students are required.

SUPERVISOR: As assigned

TYPICAL DUTIES:

- Performs a variety of general clerical and office support functions in support of assigned admissions, records, and/or transfer programs and operations.
- Types/inputs, checks, verifies, compiles, and records a variety of data and information.
- Types/word processes a variety of material such as interoffice communications, forms, letters, reports, purchase orders, statistics, etc. from rough draft, verbal instruction, or own composition.
- Processes permanent student records and files related to registration.
- Receives transcript requests.
- Retrieves student records as requested.
- Schedules counseling appointments, placement tests, and orientation sessions for students and prospective students.
- Provides information and answers inquiries from students, potential students, staff and the general public regarding admission, records, and transfer policies, procedures, standards, and requirements; explains functions and use of information available.

Typical Duties (continued):

- Instructs students and staff in the use of computerized information systems, microfiche, and other tools as appropriate to assignment.
- Serves as receptionist, receiving and responding to students, faculty, administrators, and the general public; answers telephones, takes messages, refers callers to appropriate staff, and makes appointments.
- Receives and accounts for various payments/fees related to assigned functions.
- Prepares reports from data compiled and records kept as they relate to assigned program area(s).
- Establishes, maintains, and updates a variety of records, logs, and filing systems pertaining to assigned area(s) of responsibility.
- Operates standard office equipment such as typewriter, copier, calculator, computer terminal, printer, etc.
- Assists in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of needed information; may design banner flyers using computerized programs.
- Assists other support staff with assigned functions as needed.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS:

Knowledge Of:

- Proper office methods, practices, and procedures including telephone techniques
- Business English including proper usage, grammar, punctuation, and spelling
- Basic data processing applications such as word processing and databases

Ability To:

- learn the operations, procedures, policies, and requirements of assigned area(s) and apply them with good judgment in a variety of procedural situations
- learn, interpret, and successfully apply District rules, procedures, and policies with good judgment while independently carrying out a variety of procedures

Employment Standards (continued):

- understand and carry out a variety of oral and written instructions independently
- perform mathematical calculations accurately
- establish and maintain efficient record keeping/filing systems and prepare routine reports
- plan, organize, and prioritize work so as to meet exacting time limits and deadlines
- effectively work under pressure
- analyze situations and take appropriate action regarding routine procedural matters without immediate supervision
- accurately type at a rate required for successful job performance
- operate a variety of standard office machines and equipment including typewriter, calculator, copier, microfiche, personal computer, and printers
- effectively use designated office computer software programs to support work activities as appropriate to assignment
- effectively and tactfully communicate in both oral and written form
- establish and maintain effective work relationships with those contracted in the performance of required duties

EDUCATION/EXPERIENCE:

- One year of office experience, experience in a college setting preferred.
- High School graduation or equivalent.
- One year of college course work preferred.