

Range: 16  
Hours: varies  
Weeks: varies  
Months: varies

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

JOB TITLE: Student Services Clerk

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To perform basic clerical duties in support of the activities and operations of the Admissions and Records Office. Employees in this classification receive direct supervision within a framework of well-defined policies and procedures. This job class exercises responsibility for providing a narrow group of routine clerical duties following clearly defined procedures. Duties assigned typically include assisting in registering students, retrieving student records, and/or receiving telephone calls. This job class requires basic clerical skills and functions at an entry level of classification.

SUPERVISOR: Admissions and Records Office Manager

TYPICAL DUTIES:

Performs a variety of routine clerical functions in support of Admissions and Records Office operations

Assists in processing student registrations; providing appropriate forms and materials, reviewing registrations, and collecting fees following clearly defined procedures

Retrieves student records as assigned

Answers telephone and responds to counter inquires; providing basic information, forms, and other materials; taking messages; and or referring caller to appropriate stan7office

Assists in preparing materials and student records for registration

Assists in preparing mailings to students and instructors

Prepares and mails applications, registration materials, catalogs, and other materials as requested

Types/inputs, checks, verifies, compiles, and records data and information as assigned

Types materials form clearly defined sources

Typical Duties (continued)

- Sets up student files with appropriate information and materials
- Operates standard office equipment such as typewriter, copier, calculator, computer terminal, printer, etc.
- Performs other related duties similar to the above in scope and function as required

EMPLOYMENT STANDARDS:

KNOWLEDGE OF:

- Proper English usage, grammar, punctuation, and spelling
- Basic office methods, practices, and procedures including telephone techniques

ABILITY TO:

- Learn and follow the procedures and policies related to student admissions, records, and registration operation operations and activities
- Learn basic data processing applications pertaining to computerized records
- Understand and carry out oral and written instructions
- Perform mathematical calculations accurately
- Accurately maintain, file, and retrieve records
- Work within exacting time limits and deadlines
- Accurately type at a rate required for successful job performance
- Operate standard office machines and equipment including typewriter, calculator, copier, computer terminal, etc.
- Effectively and tactfully communicate in both oral and written forms

Ability to (continued)

- Establish and maintain effective work relationships with those contacted in the performance of required duties

EDUCATION/EXPERIENCE:

- High School graduation or equivalent
- Basic clerical office experience.