VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES ASSISTANT I (Seasonal)

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform specialized clerical and technical duties in a student services area which involves assignments such as admissions, registration, records maintenance, financial assistance and community services.

DISTINGUISHING CHARACTERISTICS:

The Student Services Assistant I classification is the experienced-level class in the Student Services Assistant series. Incumbents provide specialized clerical and technical assistance in one of the above-mentioned areas. Incumbents assigned to a Student Services Assistant classification provide clerical support and technical assistance and information to students on a one-to-one basis. Incumbents assigned to the Student Services Assistant II classification provide lead or independent technical direction in an assigned area of Student Services.

REPRESENTATIVE DUTIES:

Provide technical assistance and information to students, staff and the public regarding assigned area of student services in an effective and courteous manner. E

Instruct students in correct procedures for completion of forms and applications; explain applications, requirements and restrictions; review completed forms for accuracy and completeness. E

Process applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms; collect and account for student fees. E

Analyze and determine status of application and forms; refer problems to supervisor for assistance and resolutions; notify students of determination of need for additional information. E

Schedule appointments for students and staff members; answer telephones and provide information and assistance. E

Prepare and transmit correspondence for students, verifying student status and other information; respond to requests for other educational institutions and agencies involving the verification of student status and records. E

Operate computer terminal to register students, update student records, general reports and verify student information. E

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Established July 1986
STUDENT SERVICES ASSISTANT I (SEASONAL) (continued)

Compile and prepare statistical and other reports and records; prepare and type letters, requisitions and other correspondence; prepare certificates of completion and other documents as assigned. E

Establish and maintain appropriate files and records; audit records to assure accuracy. E

Prepare, coordinate, schedule and generate all data processing reports as assigned. E

Provide information and assistance to instructors, other staff members and the public. E

Train and provide work direction to student aides and hourly assistants. E

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Rules, regulations, procedures and policies of assigned program
Modern office practices, procedures and equipment
Record-keeping techniques
Correct English usage, grammar, spelling, punctuation and vocabulary
Oral and written communications skills
District organization, operations, policies and objectives
Applicable sections of State Education Code and other applicable laws
Technical aspects of field of specialty
Basic math
Public relations techniques

ABILITY TO:

Perform clerical duties of average difficulty
Learn and interpret laws, rules, regulations and policies regarding assigned Student Services area
Operate office equipment including a computer terminal
Keyboard/type at 30 net words per minute from clear copy
Make simple arithmetic calculations
Communicate effectively both orally and in writing
Work independently with little direction
Understand and follow oral and written directions
Establish and maintain cooperative and effective working relationships with others
Meet schedules and time lines
Plan and organize work
Work accurately, effective and courteously under pressure
Train and provide work direction to others
Maintain records and prepare reports
Collect and account for student fees

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years of clerical experience
STUDENT SERVICES ASSISTANT I (SEASONAL) (continued)

involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

College Student Services office environment

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others, seeing to observe and assure accurate completion of documents, dexterity of hands and fingers to prepare documents and operate a computer keyboard, sitting and standing for extended periods of time, and reaching to retrieve and file records.