VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform specialized clerical duties in a student services area such as registration, record maintenance, financial assistance, EOPS, veterans’ benefits, disabled student services and counseling services.

DISTINGUISHING CHARACTERISTICS:

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 in the Student Services Assistant I classification provide specialized clerical and technical assistance with supervision. Student Services Assistant II classification is the more experienced level in the series. Incumbents assigned to the Student Services Assistant II classification provide independent technical direction requiring less supervision in an assigned area of Student Services.

REPRESENTATIVE DUTIES:

Provide assistance and information to students regarding records, registration, EOPS, veterans benefits, Financial Aid, Disabled Student Services or Counseling services. E

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

Serve as clerical support for a student services program including receptionist, typing and data entry duties. 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. E

Prepare and transmit correspondence for students; verify student status and other related information; respond to requests from educational institutions and agencies; provide information and verification of student status and records. E

Maintain confidential records and files. E

Respond to requests for information from District officials, faculty, and students. E

Monitor student progress to assure program compliance as directed; assist students in a variety of ways according to program needs. E

Operate computer terminal to update student records, generate reports and verify student information. E

Established November 1997
STUDENT SERVICES ASSISTANT II (continued)

Prepare letters and other correspondence. 

Resolve issues involving student applications, forms and records; prepare, verify and distribute payments to students as assigned.

Assist in training and providing work direction and guidance to student workers and other staff in assigned area of student services.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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  
Basic math

ABILITY TO:

Learn to interpret rules, regulations and policies regarding assigned Student Services area  
Operate office equipment including a computer terminal  
Operate keyboard/type at 45 net words per minute from clear copy  
Communicate effectively both orally and in writing  
Understand and follow oral and written directions  
Maintain records and prepare reports  
Work effectively with students with special needs  
Make simple arithmetic calculations

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of clerical experience 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
Reaching to retrieve and file record