

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EDUCATION CENTER ASSISTANT

SUMMARY DESCRIPTION

Under the direction of the Center Dean or designee perform a variety of clerical and technical work related to student services and instructional functions and activities at the assigned Education Center; and provide routine but diverse information and assistance to students, staff, faculty, managers, and the general public regarding various student services and instructional functions, services, and activities.

This class provides general and broad assistance at an Education Center and is distinguished from the Education Center Technician level by the breadth of knowledge required. This level is not expected to work with the same degree of independence and problems or issues of a more complex or sensitive nature are referred to higher level positions.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assist in providing information and technical assistance to District personnel, students, staff, faculty, administrators, and members of the general public related to various student services functions, services, and activities including admissions and records, residency, counseling, EOPS, transfer center, assessment, fiscal services, outreach, financial aid, DSS, bookstore, tutoring, student employment services, career center, evaluations, and instruction; refer students, as appropriate, to an Education Center Technician or to appropriate staff/department. *E*
2. Answer phones and greet students, District personnel, and members of the general public; provide routine information regarding Education Center programs, procedures and activities; provide forms and assist in their completion as appropriate; process and file forms; interpret and explain District policies, procedures, rules, and regulations. *E*
3. Perform a variety of clerical admissions and records duties; provide assistance and information to students, faculty, staff, and the general public; process admissions applications; process enrollment verifications, registration statements, adds/drops, address/name change forms, course audit petitions, petition for challenge by exam, leave of absence petition, petition for early final exam, and related items; receive and process student petitions, emergency transcript requests, official transcript requests, and related requests; verify student's registration appointments. *E*
4. Provide assistance in determining student's residency status in accordance with state residency requirements and immigration laws; review documents, verifications, and other materials as required to verify residency status including to review documents for physical presence and intent as well as INS Notice of Actions; provide general information regarding international students and refer to appropriate office. *E*
5. Perform duties related to the evaluations function; receive petitions for graduation, petitions for certificate of achievement, GERB Certification, petition for substitution of major requirements, petition for waiver of major requirements, and related petitions; perform routine review of documents and refer problems to Education Center Technician or other appropriate staff for resolution. *E*
6. Perform duties in support of the counseling function; schedule counseling appointments for students; sign-in students for walk-ins; prepare daily report for counseling appointments and prepare files for students; print transcripts, request student education plans and other documents as needed by the counselor; assist in preparing flyers, posters, and materials and request resources for the Counseling area. *E*

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7. Perform duties in support of the Transfer Center; schedule appointments for students interested in transfer information and workshops; maintain articulations and agreements and request necessary brochures. *E*
8. Perform duties in support of the EOPS program; provide routine information on EOPS/CARE program; review and accept program applications and petitions for students; schedule EOPS appointments with counselors, EOPS orientations, and workshops; serve as liaison with EOPS staff at other campuses. *E*
9. Perform duties in support of the assessment program; schedule appointments for assessment tests; assist in scheduling special accommodations for DSS students; interpret test results and distribute to students; check for assessment repetitions; screen students to determine eligibility for specific classes or eligibility proficiency; explain requirements and restrictions as necessary. *E*
10. Perform a variety of duties related to fiscal services; process student payments for registration fees, drop fees, hold fees, returned checks, parking permits, student loans, ASO cards, health services fees, and other fees; process payments for clubs and conferences; sell bus passes; verify balances and adjust accounts; distribute student worker, hourly, faculty, and staff checks; balance daily accounts sessions. *E*
11. Perform a variety of duties related to the financial aid programs and functions; provide information on applications; distribute information on Southwestern College and other scholarships. *E*
12. Perform a variety of duties related to the disability support services programs and functions; schedule appointments for DSS students; accept, review, and process DSS applications; assist with intakes for DSS test accommodations; assist with resolution of last minute requests and scheduling conflicts. *E*
13. Assist with Bookstore; assist students ordering books on-line and distributing books as they arrive at the Education Center. *E*
14. Assist with Career Center services; schedule appointments for career evaluations and workshops; assist students seeking career, vocational, and educational information. *E*
15. Provide support to the instructional programs and operations; assist new instructors with materials and information; distribute keys and copy codes; assist instructors with Record Change, Incomplete Grade, and Student Grievance forms; assist instructors with attendance accounting and Web Advisor; receive complaints; resolve issues or refer to appropriate personnel according to established procedures. *E*
16. Perform a variety of routine clerical functions; operate office equipment; type correspondence and memorandum; copy materials; request repair and replacement to office machines and equipment. *E*
17. May assist with Education Center outreach activities and events; distribute class schedule/flyers throughout the community as well as to other College schools and departments; participate in various community fairs and activities; set up tables and displays at various locations in the community with information regarding the college. *E*
18. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Basic operations, procedures, rules, and regulations of an Education Center.

Basic college policies, rules, and regulations.

Basic principles and requirements of financial aid programs.

Counseling, career center, transfer center, and EOPS program services and activities.

Basic principles and procedures of financial and statistical record-keeping.

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Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
English usage, spelling, grammar and punctuation.
Interpersonal skills using tact, patience, and courtesy.
Basic mathematics.
Oral and written communication skills.

Ability to:

Perform student services work in financial aid, instruction, and residency.
Determine residency status of student applicants according to established laws and requirements.
Learn to interpret, explain, and apply laws, rules, regulations, and policies related to residency status, financial aid, college admissions, student services, and other college programs.
Learn applicable sections of State Education Code and other rules and regulations relative to the area of assignment.
Assist in coordinating schedules for counselors, workshops, orientations, class presentations, progress reports, and other activities.
Work effectively with a diverse student population with special needs.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Maintain records and prepare reports.
Perform clerical support in support of Education Center operations and programs.
Type at a rate of speed necessary for successful job performance.
Assist in training and providing work direction to student workers and hourly staff.
Work independently in the absence of supervision.
Meet schedules and deadlines.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and three years clerical experience involving frequent public contact and the application of detailed rules and procedures.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings/events, conduct outreach or participate in fairs, or pick up/deliver documents or other materials.

Some positions in this class may be required to possess skills in a second designated language.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office

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equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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