



**Classification Title: Student Support Assistant**

<b>Department:</b>	Multiple	<b>EEO6 Code:</b>	4
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	14
<b>Supervision Received From:</b>	An Assigned Administrator or Supervisor	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	General Supervision	<b>Last Revision:</b>	9/2016

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**JOB SUMMARY.**

Performs routine to moderately difficult specialized clerical and technical duties related to federal, state and District programs that are designed to assist students in reaching their educational goals. Incumbents provide assistance to students in person and over the telephone including screening students or potential students for eligibility of service; assist with program enrollment, financial aid paperwork and may collect fees; schedule counseling appointments; and provide general clerical support.

**DISTINGUISHING CHARACTERISTICS.**

The Student Support Assistant is a full journey-level class and is distinguished from Student Support Specialist I in that an incumbent in the latter class performs more complex administrative support of Student Services programs requiring more extensive knowledge of program services and operations.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists in the daily administration of the assigned student program, office or educational center through the provision of administrative support; greets students/customers and provides information at a front desk; answers, screens and routes telephone calls; researches and responds to questions and requests for information and resolves or refers to appropriate staff members; schedules counseling appointments in computer system.
2. Answers student or customer questions regarding District policies, procedures, programs and services including clarification of enrollment requirements, registration information, financial aid and transcript requests; responds to escalated questions and complaints over the phone or at a public counter; receives, inputs and researches a variety of student information into computer systems; provides initial program screening, assists students with the preparation of forms and documentation, verifies accuracy of information with third parties and enrolls students in District services and programs; assists students with registration and enrollment issues; provides recommendations on other available services and community resources; coordinates and follows up on student issues and concerns.
3. Drafts, formats, types, proofreads, edits and prints correspondence, memoranda, calendars, requests, forms, lists, reports, schedules, rosters, and statistical and technical documents including brochures, reports, manuals and other documents and materials ranging from routine to complex; prepares and compiles packets of materials; receives, opens, sorts and distributes office mail; prepares regular and bulk mailings; copies various documents and materials

for faculty and staff, including large duplication orders; duplicates, assembles and distributes packets; requests printing services.

4. Provides clerical assistance to higher-level staff including retrieving student records for scheduled appointments, contacting students for additional information and appointment reminders; notifies students of eligibility assessment results and program acceptance; assists higher-level staff with program orientation including providing materials, scheduling students and presenting standard information.
5. Inputs data and prepares and processes purchase requisitions, purchase orders and check requests; verifies the accuracy of receipts and invoices including routing for signatures and compiling detailed backup documentation; processes, scans and routes invoices for payment; calculates budget usage and fund percentages; tracks multiple funding sources; and runs general budget reports through financial systems.
6. Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track projects, activities and services; may participate in basic functions to support grant-related activities.

**Marginal Functions:**

1. Provides backup for other departments or division office administrative support staff.
2. Collects and processes fees or payments for services.
3. Maintains and orders office supplies and program materials.
4. Contacts the Palomar College Police Department or custodial staff as needed.
5. Assists on special projects.
6. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of increasingly responsible clerical and secretarial experience, preferably involving frequent public or student contact.

**Education/Training:** Equivalent to completion of the twelfth grade.

**Preferred Qualifications:**

Completion of college-level coursework from an accredited college or university.

**Knowledge of:**

1. Office support practices and procedures.
2. Principles, practices, concepts and techniques used in customer service.
3. Common student needs, issues and concerns applicable to area of assignment.
4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
6. Basic research methods and data analysis techniques.

7. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
8. Modern office practices, procedures and equipment including computers and applicable software programs.

**Skill in:**

1. Providing information and assistance to students.
2. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
3. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
4. Reaching sound decisions in accordance with District and department policies and procedures.
5. Assisting in preparing and monitoring a project budget.
6. Communicating clearly and effectively, both orally and in writing.
7. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
8. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
9. Organizing and maintaining specialized files.
10. Maintaining confidentiality of student files and records.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
12. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
13. Establishing and maintaining effective working relationships with those encountered in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The employee works under typical office conditions, and the noise level is usually quiet to moderate.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods; and reach with hands and arms.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.