



Classification Title: Teaching and Learning Center Assistant

Department:	Languages and Literature	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	20
Supervision Received From:	Supervisor, Teaching and Learning Center	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	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 complex administrative support for the programs and activities at the Teaching and Learning Center (TLC); assists in coordinating program outreach, registration and delivery of services; provides instructional support to instructors; advises students with applications and registration; schedules counseling appointments; assists with access to services including delivery of routine workshops and training on the use of program equipment; creates and maintains department or program-specific tracking systems, reports, records and files required for work processes.

DISTINGUISHING CHARACTERISTICS.

The Teaching and Learning Center Assistant is a full journey-level classification and is distinguished from other student support positions by its responsibility for providing administrative, instructional and specialized student support to the instructors and students enrolled in TLC programs including Summer Bridge, First-Year Experience, Learning Communities, Former Foster Youth and Village Mentoring. Bilingual positions require fluency in Spanish.

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 TLC; greets students/customers, provides information at a front desk and oversees sign-in and sign-out; answers, screens and routes telephone calls; researches and responds to questions and requests for information and resolves or refers to appropriate staff members; answers student and parent questions regarding the District, program services and requirements.
2. Schedules participants for counseling appointments, workshops, orientations and special events; serves as a liaison between TLC students and District Student Services programs including admissions, assessment, records, financial aid and the Career Center; provides recommendations on other available services and community resources; coordinates and follows up on student issues and concerns.
3. Provides administrative assistance to instructors including development and preparation of instructor packets, hand-outs, manuals and other materials used in the assigned program; provides basic audio-visual and technical support; ensures the availability of needed supplies, materials and equipment within available resources.
4. Assists in the recruitment, training and oversight of assigned program mentors; assists in scheduling, training and tracking hours worked by assigned program tutors.

5. Screens, processes, codes and assists in the completion of student applications or forms according to federal, state and local regulations and requirements; determines program eligibility for new and continuing students according to District and program guidelines; monitors continuing students for adherence to program regulations; advises students of requirements that must be met in order to maintain eligibility; prepares, maintains and updates rosters.
6. Drafts, formats, types, proofreads, edits and prints correspondence, memoranda, calendars, requests, forms, lists, reports, schedules, rosters, program marketing materials, manuals and other documents and materials ranging from routine to complex.
7. Inputs student data into appropriate databases or systems and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status and runs class and placement reports; conducts and enters surveys; performs basic research; develops, tracks, analyzes and reports administrative processes, metrics and documents; creates and maintains electronic and physical filing systems.
8. Conducts and/or participates in on- or off-campus workshops, class and community presentations, orientations, campus tours and special events; provides information on program eligibility and requirements to new students and their parents; tracks student attendance; participates in meeting and event logistics including creating and distributing invitations, facility requests, setup and cleanup; contacts other departments or vendors for food orders, supplies and audio-visual equipment.

Marginal Functions:

1. May provide guidance and direction in the work of lower-level staff and student workers.
2. Maintains and orders office supplies, materials and equipment.
3. May provide written and verbal translation assistance to students and parents.
4. Assists with the maintenance of marketing and program information on District's website and social media accounts.
5. 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: Three years of increasingly responsible instructional support, clerical and secretarial experience. Bilingual positions require fluency in speaking, reading and writing Spanish.

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

Preferred Qualifications:

1. Instructional support, clerical, and secretarial experience involving frequent public or student contact.
2. Completion of college-level coursework from an accredited college or university.

Knowledge of:

1. Office administration practices and procedures.
2. Needs and concerns of low-income and educationally disadvantaged students.
3. Higher education, government and community resources available to students.

4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
6. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
7. Basic research methods and data analysis techniques.
8. Federal, state and local laws, regulations and court decisions governing area of assignment.
9. Modern office practices, procedures and equipment including computers and applicable software programs.

Skill in:

1. Communicating information accurately and effectively to students; comprehending requests for information or assistance; maintaining a courteous and tactful disposition when under pressure or in an antagonistic situation.
2. Evaluating student applications for program eligibility accurately and effectively.
3. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
4. Communicating clearly and effectively, both orally and in writing.
5. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
6. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
7. Tracking statistical information utilizing complex spreadsheets and databases.
8. Organizing and maintaining specialized files.
9. Maintaining confidentiality of student files and records.
10. 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.
11. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
12. 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 to use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

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