Assistant, Student Services

FLSA Status: Non-Exempt
Pay Grade: 8
Job Title ID: 12153
Job Series/Job Family: Student Support & Success Series / Campus Deans of Student Services Family

Reports To

Dean of Student Services, Supervisor or designee

Job Purpose

To provide customer service assistance to students and prospective students.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Assists current and prospective students by providing information on the enrollment process, including admissions, financial aid, and assessment.
2. Responds to questions and inquiries in person, by telephone, or via e-mail.
3. Schedules appointments for assessments, new student orientations, and other services with advisors, counselors, and other staff.
4. Monitors and screens student records for status information including holds, academic standings, and exceeding course loads.
5. Enters data, maintains, and updates student information database.
6. Prepares, publicizes, and schedules students for workshops and orientations.
7. Maintains bulletin boards, brochure racks, and other information areas with transfer guides, career information, enrollment literature, and assessment study guides.
8. Provides clerical support for various programs and functions including College outreach and recruitment programs, advising, counseling, and assessment.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- College admissions requirements, programs, and courses.
- Customer service techniques and practices.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills.
- Performing clerical tasks.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard word processing, database, and presentation office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

Work Experience

Required

- One year work experience in an office, educational, or customer service environment.

Preferred

- Two years work experience in student services and/or administrative support services.

Education

Required

- Associates degree.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.