



<b>Position Title:</b>	Student Services Assistant I		
<b>Reports To:</b>	Administrative Supervisor		
<b>Department:</b>	Registration, Admissions & Records	<b>Job Code:</b>	4601
<b>Prepared By/Date:</b>	Carol Flynn/05-2006	<b>Job Group:</b>	SNE
<b>Approved By/Date:</b>	Dulce Beltran/03/14/2011	<b>Salary Grade:</b>	9
<b>Revised:</b>	Martha Arrieta/03/01/2011	<b>FLSA Status:</b>	Non-Exempt

### **Summary:**

This position performs administrative work involving advanced support for supervisors in admissions, registration, and records offices. Provides assistance to new, prospective, and continuing students in all admissions, records and registration functions.

### **Essential Duties and Responsibilities:**

- Assists students and public with basic interpretation and explanation of complex college policy, procedures, state rules and statutes
- Uses independent judgment to determine authenticity of documents provided
- Processes incoming and outgoing student academic transcripts, including imaging and filing; responds to student inquiries about transcripts accordingly
- Meets with students, customers, or co-workers referred who are experiencing problems or need to express complaints
- Troubleshoots and assists students with problems or questions about web registration, My-MDC Account management, Internet resources for student information, printing of their schedules, and resolves admissions and registration issues for customers and other areas of the college
- Refers customers to supervisors, departments, and program areas
- Processes incoming admissions applications received either in person, by mail, or electronically
- Registers credit, PSAV, and non-credit student
- Assists students, and parents of dependent students, with Florida residency information based on statute, determine initial residency determination and fields questions and clarification on these matters
- Processes student records through different media such as filing, data imaging, and microfilm access
- Assists with basic graduation functions
- Provides guidance to the student assistants and part-time personnel as needed
- Performs other duties as assigned

### **Knowledge, Skills and Abilities:**

- Knowledge of College organization: admission, registration, academic regulations, programs of study and departmental regulations preferred
- Knowledge of College policy, procedure, state rules and statutes preferred
- Possess excellent computer skills (Microsoft Office software applications)
- Excellent communication and customer service skills
- Excellent organizational and interpersonal skills
- Ability to write routine reports and correspondence
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to speak effectively with customers or employees of the organization

- Ability to maintain effective interpersonal relations with students, faculty and administration
- Ability to work in a multi-ethnic/multi-cultural environment

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates of Arts Degree in related field from a regionally accredited institution and two (2) years of experience in responsible related clerical work preferably in a large office environment; or equivalent combination of experience and education

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name