



**Position Title:** Student Services Assistant II  
**Reports To:** Administrative Supervisor  
**Department:** Admissions & Registration Services  
**Prepared By/Date:** Carol Flynn/05-2006  
**Approved By/Date:** Armando Ferrer/2006-Pete Gutierrez/11-29-2011  
**Revised:** Donna French/11-29-2011

**Job Code:** 4602  
**Job Group:** SNE  
**Salary Grade:** 10  
**FLSA Status:** Non-Exempt

### **Summary:**

This is administrative work involving advanced support for supervisors in admissions, registration, and records offices. Handles student/public inquiries or problems that cannot be resolved at initial customer contact and/or are referred to from other staff of the area.

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

- Assists students and public on more complex interpretation and explanation of college policy, procedures, state rules, and statutes
- Serves as supervisor in the absence of the section supervisor; and supervise student assistants and part-time employees
- Meets with students, customers, or co-workers referred from subordinate or other areas that are experiencing problems or need to express complaints; works towards problem solving and customer satisfaction/understanding in a professional, friendly manner
- Troubleshoots and assists students with problems or questions about web registration, MyMDC Account management, Internet resources for student information, and printing of their schedules
- Responsible for processing dual enrollment applications and registrations
- Processes fee and other exemptions
- Responsible for processing appeals and petitions
- Responsible for updating academic records
- Uses independent judgment to determine authenticity of documents provided. Examples include immigration documents, foreign and domestic high school records, and documents to support residency-for-tuition-purposes
- Responsible for accurate processing of related admissions & registration records related requests
- May be assigned specialized duties in Veterans Certification or class scheduling
- Interacts with other College departments and outside agencies in regards to assigned functions
- Performs other duties as assigned

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

- Knowledge of College organization: admission, registration, academic regulations, programs of study and departmental regulations
- Knowledge of College activities and special programs, college regulations, testing, counseling and advisement services
- Knowledge of College policy, procedure, state rules, and statutes
- Excellent communication and customer service skills
- Excellent computer keyboarding skills
- Ability to read and interpret documents such as safety rules, operating and maintenance

- instructions, and procedure manuals
- Ability to write routine reports and correspondence
  - Ability to speak effectively before groups of customers or employees of organization
  - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
  - Ability to maintain effective interpersonal relations with students, faculty and administration
  - Ability to follow oral and written instructions
  - Ability to work overtime during peak registration periods, which will include evening and/or weekend assignments
  - Ability to work in a multi-ethnic and multi-cultural environment with students, faculty, and staff

**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 moderate.

**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 and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

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 two-year College or technical school and four (4) 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