



Position Title: Student Services Assistant II, Office of Retention
Reports To: Program Manager
Department: Student Services
Prepared By/Date: Jennifer C. Brito/9-28-2009
Approved By/Date: Cecilia Bermudez/08-17-2011
Revised: Donna French/08-17-2011

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

Summary:

The position is administrative work involving advanced support in Student Services, specifically in the area of recruitment and retention services.

Essential Duties and Responsibilities:

- Provides pre-admissions information
- Assists in the development and coordination of high school student and parent seminars
- Provides admission, assessment and registration information
- Provides dual enrollment information to students and parents
- Coordinates orientation program for new students
- Participates in training activities and workshops
- Serves on College and Campus committees
- Interacts with other college departments and outside agencies regarding 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 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.

- A minimum of four (4) years experience performing advanced clerical work or a related area, or two (2) years of college and two (2) years of related experience; or any equivalent combination of education and experience

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name