



**Position Title:** Part-Time Student Services Assistant II

**Job Code:** 8379

**Reports To:** Department Chair, Adult Education

**Grade:** W6

**FLSA:** Non-Exempt

**Job Description:**

The Part-Time Student Services Assistant II performs work involving advanced support for supervisor in admission, registration and the records office.

**Duties & 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.

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

- Two years of college (60 credits) 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.
- Required to work overtime during peak registration periods which will include evenings and/or weekends.
- 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.

**ACKNOWLEDGEMENT**

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

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Signature

\_\_\_\_\_  
Date

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