



SUPPORT ASSISTANT II, NONCREDIT ADULT EDUCATION

Reports to:	Director, Noncredit & Adult Ed.	Range:	16
Dept:	Continuing Education	EEO:	Technical/Paraprofessional
FLSA:	Nonexempt		

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, provide admissions, enrollment, records, and student support services for noncredit students; interface with current and prospective students; coordinate and facilitate daily operational needs; provide lead-level work direction to Support Assistants Instructional Aides, Campus Aides, and Student Workers and ensure effective customer service; provide administrative support for the director; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The distinguishing characteristics of the Support Assistant II, Noncredit Adult Education from the Support Assistant, Noncredit Adult Education is the ability to provide lead-level work direction; coordinate day-to-day operations; provide administrative assistance to the director as required; and deliver presentations to current and prospective students, faculty, and staff.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Assist in the day-to-day operation of the noncredit program; greet, direct and provide general information to visitors and students; provide noncredit student support services at assigned location; provide technical assistance and information to students in person or over the phone; provide information regarding noncredit program policies, procedures, requirements and services including clarification of enrollment requirements, processes, fees, location of classes and transcript/records requests; receive, input and research student information into computer systems; assist students in accessing information through student portal and kiosk.

3. Participate in selecting, training and providing day-to-day lead work direction to Support Assistants, Instructional Aides, Campus Aides and student workers; monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; monitor workflow to ensure adequate staffing is taking place; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to manager on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district's mission, goals and values.
4. In the absence of the director, coordinate and assign front-desk coverage; validate sufficient coverage of Support Assistants, Instructional Aides, Campus Aides scheduled to proctor exams as necessary; ensure resources and equipment are properly maintained and returned; provide routine administrative support for the department including answering phones and processing emails and requests, coordinating with other staff members in shared spaces, providing information on other student resources available and maintaining office supplies.
5. Orient and assist noncredit faculty with enrollment and assessment procedures, absence reporting, etc. and refer to appropriate office when needed; collect, process and monitor measurable skills reports; support faculty and instructional aides on the use of computerized attendance and grade-reporting functions and other database recordkeeping; assist as required with basic clerical support.
6. Provide complex administrative assistance to the director as required; use a variety of computer applications to record, maintain data and generate reports; type a variety of documents including correspondence, memos, lists, announcements, labels and instructional and marketing materials, generate sensitive and complex reports, documents and personnel documentation using advanced word processing and submit purchase requisitions.
7. Prepare and transmit correspondence regarding students; respond to requests from other educational institutions and agencies involving the verification of student status and records; ensure proper releases are on file to safeguard student privacy.
8. Administer and oversee the administration of a variety of skill assessment and career exploration tests; score tests with computerized scoring equipment and scanner; ensure security of testing supplies.
9. Deliver presentations to current and prospective students, faculty and staff; represent the district at college and community events; conduct classroom presentations as requested by faculty; conduct tours of the campus for visitors, classes, new and prospective students and families.

OTHER DUTIES:

1. Process purchase requisitions; receive, inventory, shelve and distribute office supplies,
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testing supplies and textbooks.

2. Contact campus police or custodial staff as needed.
3. Open and close the facilities independently.
4. Monitor associate faculty hours to ensure allowable maximums are not exceeded; prepare, print, review and amend confirmation letters for noncredit faculty.
5. Schedule facility use and room assignments by internal and external users and maintain facility-use calendar; submit appropriate work requests; prepare invoices for external groups as required.
6. Provide work direction to student workers and temporary registration staff as assigned.
7. Maintain the department's social media accounts.
8. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Equitable testing practices.
3. Advanced time management practices.
4. Office administration practices and procedures.
5. The district's student recordkeeping and general accounting systems, practices and procedures for processing student information and interpreting input and output data.
6. Math and basic accounting techniques.
7. Applicable federal, state and local laws, rules and regulations.
8. College course prerequisites and matriculation policies.
9. Operations, services and activities of a noncredit education center within a community college district.
10. Common student needs, issues and concerns applicable to area of assignment.
11. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
12. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
13. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

1. Interpret and explain rules, regulations, procedures and policies regarding student registration, transcript evaluation and graduation requirements.
2. Work with a high level of autonomy.
3. Establish priorities and work effectively and independently with many demands on time.
4. Analyze situations accurately and adopt an effective course of action.
5. Maintain confidentiality of district and student files and records.
6. Communicate effectively, both orally and in writing.
7. Understand and follow written and oral instructions.
8. Highly proficient when operating a computer and standard business software.
9. Use tact and diplomacy in dealing with sensitive, complex and confidential student issues, situations and concerned people.
10. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
11. Establish and maintain effective working relationships with all those encountered in the course of work.
12. Work a flexible schedule to assist with evening classes/lab assessments, student orientations, meet deadlines, and attend meetings when requested.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, and two years of clerical/administrative support experience, preferably involving frequent public or student contact; or an equivalent combination of training and experience. An associate degree is preferred and may be required to advance to higher levels in the class series.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Ability to speak Spanish is desired.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides lead-level work direction to Support Assistants and student employees.

CONTACTS:

District administrators, faculty, staff, students, other colleges and educational institutions, and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment in a space accessible to the public; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; occasional evening, weekend and/or holiday hours required on an as-needed basis.