

STUDENT SERVICES ASSISTANT II

DEFINITION

Performs a variety of complex clerical duties related to student services programs, including maintaining student databases and generating statistical reports. Identifies student needs, makes referrals and ensures proper recordkeeping requiring specialized knowledge of student (local, State, and Federal) programs.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by an academic or classified manager.

May provide work direction to student workers.

EXAMPLES OF DUTIES

Identifies student needs and makes referrals.*

Inputs data and maintains student databases.*

Assists in the planning and coordinating of program activities.*

Reviews and compares data using software and prepares reports.*

Provides student data as required to appropriate college staff.*

Orders office supplies and maintains inventory.*

Provides work direction and training to student workers.*

Performs lower-level or related duties as required.

QUALIFICATIONS

Knowledge of:

Data entry and retrieval from database programs.

Word processing, spreadsheet and database computer software.

Processes of recording and maintaining student files.

Applicable rules, regulations, policies, and laws related to program services.

Ability to:

Operate a computer, utilizing word processing, spreadsheet and database software.

Establish and maintain effective working relationships with faculty and students.

Maintain the confidentiality of records and files.

Work with minimum supervision.

QUALIFICATIONS (continued)

Train and provide work direction to others.

EMPLOYMENT STANDARDS

Minimum Requirements:

High School Diploma or equivalent.

Three years of increasingly responsible clerical work, including computer software experience.

Desirable:

Associate's degree from an accredited college or university in a related field.