

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ESL STUDENT SERVICES ASSISTANT

BASIC FUNCTION:

Under the direction of the ESL Department Chair, perform a variety of clerical duties to relieve the supervisor of administrative and clerical detail; perform a variety of duties involved in the review and verification of enrollment forms of ESL students, applications and documents to ensure accuracy and completeness; provide assistance to ESL students applying for financial aid; coordinate flow of communications, correspondence and information in support of assigned functions and activities; prepare and maintain a variety of manual and automated records and reports.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail; assure smooth and efficient office operations, and proper and timely completion of projects and activities; coordinate flow of communications and information in support of assigned functions and activities.

Perform a variety of duties involved in the review and verification of admissions enrollment forms of ESL students, applications and documents to ensure accuracy and completeness; identify and correct application errors as needed.

Serve as informational resource to ESL students concerning enrollment functions; respond to inquires and provide information concerning related standards, requirements, data, practices, policies and procedures.

Provide assistance to ESL students applying for financial aid; conduct scholarship application workshops for ESL students; participate in promotional activities to enhance ESL student's knowledge of assigned financial aid programs and activities.

Serve as information resource for ESL students concerning financial aid programs and functions; respond to inquires and provide information concerning related standards, requirements, data, practices, policies and procedures.

Coordinate and participate in special events related to ESL students (i.e. annual Certificate Ceremony).

Train and provide work direction and guidance to hourly and student workers as

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assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Policies and objectives of assigned programs and activities.

General terminology, practices and procedures of assigned office.

General interviewing and advisement techniques.

General practices, procedures and techniques involved in the processing of enrollment forms and applications and related student registration activities.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

A designated second language as assigned by the position.

Principles and practices of data processing.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Oral and written communication skills.

Methods of collecting and organizing data and information.

Mathematic calculations.

ABILITY TO:

Perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail.

Coordinate flow of communications, correspondence and information.

Assure smooth and efficient office operations.

Perform a variety of clerical duties involved in the review, verification and processing of ESL student enrollment forms, applications and documents.

Review forms and applications to assure accuracy and completeness.

Serve as an informational resource to ESL students, staff and the public concerning student enrollment functions and related forms, applications, guidelines, requirements, policies and procedures.

Learn policies and objectives of assigned program and activities.

Compose correspondence and written materials independently or from oral instructions.

Perform a variety of clerical accounting duties in support of assigned activities.

Answer telephones and greet the public courteously.

Communicate in a designated second language as assigned by the position.

Complete work with many interruptions.

Compile and verify data and prepare reports.

Maintain a variety of records, logs and files.

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Utilize a computer to input data, maintain automated records and generate computerized reports.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Work independently with little direction.

Communicate effectively both orally and in writing.

Add, subtract, multiply and divide with speed and accuracy.

Demonstrate sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of community college students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in business, social services or related field and three years of general clerical or related experience involving frequent public contact.

LICENSES AND OTHER REQUIREMENTS:

Some incumbents in this classification may be required to read, write and speak English and a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Frequent interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on telephone.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching to file and retrieve materials.

Reaching overhead, above the shoulders and horizontally.