

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: MATRICULATION/INSTRUCTIONAL SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of specialized duties in support of English, Math, English Skills and assessment functions; plan, coordinate and organize office activities and coordinate flow of communications, correspondence, assessment functions, class scheduling and information for assigned administrators; provide technical information and assistance to students and others concerning English, Math, English Skills and assessment operations, activities and courses.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of specialized duties in support of English, Math, English Skills and assessment operations and activities; assure smooth and efficient office operations, and proper and timely completion of projects and activities; plan, coordinate and organize office activities and coordinate flow of communications and information for assigned administrators.

Provide technical information and assistance to students, staff, faculty, administrators and the public concerning English, Math, English Skills and assessment programs, operations and related courses, schedules, functions, activities, standards, requirements, services, policies and procedures.

Serve as the primary secretary to assigned department chairs and administrators; provide public relations and communication services; initiate and receive telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Provide technical assistance for assessment functions and activities; coordinate schedules for essay readers; compile, prepare, assemble and distribute departmental writing and reading exam packets for assessment testing; prepare and distribute assessment notifications and instructions.

Distribute, collect and process class schedule forms and documents; compile, prepare and distribute schedule packets to department chairs; assist department chairs with developing schedules and identifying and resolving related issues and conflicts; process and implement scheduling changes as needed; open or close classes as requested; assist students with selecting and enrolling in classes.

Receive students and other visitors; provide assistance or direct to appropriate staff; respond to inquiries and provide assistance and information; exercise independent judgment in resolving a variety of issues; refer difficult issues to administrators.

Compile information and prepare and maintain a variety of records, reports and files related to students, enrollment, scholarships, attendance, faculty, schedules, assessment, courses, substitutes and assigned activities; maintain departmental reference materials.

February 2014

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Input and update student grades, scheduling and a variety of other data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, and generate various computerized reports, schedules and documents as required; assure accuracy of input and output data.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, announcements, bulletins, agenda items, lists, notices, schedule requests, scholarship applications, class descriptions, evaluations and other materials; review, revise, edit, format and proofread a variety of documents and information.

Coordinate and attend a variety of meetings as assigned; prepare and send out notices of meetings; compile and prepare agenda items and other required information and materials for meetings and other events; take, transcribe and distribute minutes as directed.

Research, compile and verify a variety of data and information; compute statistical information for reports; process and evaluate various forms, applications and paperwork; duplicate, assemble, distribute, collect, verify, post and assure accuracy and completeness of various documents.

Provide special support for faculty such as arranging for e-mail accounts, voice mail accounts, storage cabinets, office cubicles and substitute lists.

Perform a variety of clerical accounting duties in support of assigned activities as required; monitor funds for income and expenditures; assist in assuring expenditures do not exceed established budget limitations as assigned; calculate, prepare and revise accounting and budgetary data; balance and reconcile assigned accounts and budgets as required; initiate transfers as directed.

Perform special projects and prepare various forms and reports on behalf of assigned administrators; attend to administrative details on special matters as assigned; prepare, assemble, distribute and collect scholarship applications and materials.

Communicate with personnel, various outside agencies, students and the public to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; perform minor maintenance and repairs on equipment as directed; arrange for equipment maintenance and repairs as needed.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Maintain appointment and activity schedules and calendars for assigned administrators; coordinate travel arrangements and hotel reservations as required; reserve facilities, equipment, services and supplies for meetings, in-services and other events as needed.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory; prepare and process purchase orders, invoices and requisitions and arrange for payments as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Terminology, practices and procedures of assigned office.

Organization, operations, policies and objectives of English, Math, English Skills and assessment programs and activities.

Modern office practices, procedures and equipment.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

General methods, procedures and terminology used in clerical accounting work.

Telephone techniques and etiquette.

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

Data control procedures and data entry operations.

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 specialized duties in support of English, Math, English Skills and assessment functions.

Plan, coordinate and organize office activities and coordinate flow of communications, correspondence, assessment functions, class scheduling and information for assigned administrators.

Provide technical information and assistance to students and others concerning English, Math, English Skills and assessment operations, activities, schedules and courses.

Learn practices, procedures and techniques related to student assessment and class scheduling.

Assure smooth and efficient office operations.

Compose correspondence and written materials independently or from oral instructions.

Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

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

Type or input data at an acceptable rate of speed.

Understand and resolve issues, complaints or problems.

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.

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.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and four years of clerical or secretarial experience involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Reaching overhead, above the shoulders and horizontally.