

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: SENIOR OFFICE ASSISTANT – NONCREDIT PROGRAM

SALARY TABLE: 29

SALARY RANGE: 19

BASIC FUNCTION:

Under the supervision of an assigned administrator, perform diversified and complex clerical support duties involving independent judgment and requiring in-depth knowledge of assigned function or program. Provide registration assistance and general student enrollment system support to Noncredit Program students and instructors; serve as an information resource to students, instructors, other employees and the public regarding noncredit programs; receive payment for student fees, books and supplies; prepare and provide rosters and reports as requested by faculty and administrators; maintain related manual and automated records and files.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform diversified and complex clerical support duties involving independent judgment and requiring in-depth knowledge of assigned function or program; assist in assuring smooth and efficient office operations, and proper and timely completion of assigned projects and activities.

Provide registration assistance and general student enrollment system support to noncredit program students, instructors, management and staff; respond to inquiries and provide information related to registration in person, on line and on the telephone; respond to inquiries and provide information related to student enrollment system; resolve related issues, conflicts and discrepancies.

Serve as an informational resource to students, instructors, management, staff and the public concerning student enrollment functions; respond to inquiries and provide information concerning related forms, applications, guidelines, requirements, policies and procedures.

Receive payment for student fees, books and supplies in the form of cash, checks and credit card transactions; balance cash drawers daily and prepare monies for transmittal to main campus accounting office. Process students with drops and cancelled classes and associated refunds; assure related activities and transactions are completed in a proper and timely manner.

Prepare and distribute rosters, waiting lists and reports as requested by faculty and

administrators.

May create room use schedule for each term; modify room use schedule based on class cancellations and class additions; schedule rooms for other uses.

May serve as liaison to coordinate facilities needs for room set-ups, work orders; maintain key inventory and distribution; and community use of facilities.

Ensure currency of information on assigned pages of noncredit programs website.

Maintain continuing education units database. Compile CEU materials, create packets and distribute to necessary instructors/registrar for each term.

Monitor and maintain adequate inventory levels of student, instructor and general office forms and general office supplies; prepare, duplicate, assemble and distribute documents, materials and packets.

Receive and respond to special requests from other college departments; refer instructors and staff to other personnel and resources as appropriate.

Generate a variety of computerized reports from registration system; assure accuracy of input and output data. Compile information and prepare and maintain a variety of records, logs and reports related to assigned programs, services and activities; establish and maintain filing systems; duplicate, assemble, distribute, collect, review and verify accuracy and completeness of various documents.

Answer telephones; greet and assist students and other visitors; prepare and distribute a variety of correspondence related to assigned activities. Compose and proofread correspondence; type letters, lists, memoranda, forms, announcements, manuals, handouts, notices, fliers, labels, certificates, newsletters, brochures, minutes or other materials from detailed or rough copy; process various forms, applications and paperwork.

Train and provide work direction and guidance to designated hourly employees; assign duties and review work for accuracy, completeness and compliance with established requirements and procedures.

Communicate with students, staff, instructors, administrators and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Participate in a variety of special projects related to assigned activities as required; assist with testing computer system and application operations as directed.

Attend and participate in various meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in noncredit programs student registration, and related forms and applications.

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

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Oral and written communication skills.

Basic principles of training and providing work direction.

Record retrieval and storage systems.

Record-keeping, filing and report preparation techniques.

Modern office practices, procedures and equipment.

Methods of collecting and organizing data and information.

Policies and objectives of assigned programs and activities.

Principles of customer service.

ABILITY TO:

Provide registration assistance and general student enrollment system support to noncredit programs students and instructors.

Serve as a technical resource concerning student on-line registration.

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

Perform a variety of duties in support functions such as fee collection and cashiering.

Verify, balance and adjust assigned cash drawer.

Compare numbers and detect errors efficiently.

Prepare, duplicate, assemble and distribute documents, materials and packets.

Monitor and maintain adequate inventory levels of student, instructor and general office forms and general office supplies.

Input data at an acceptable rate of speed.

Work independently with little direction.

Meet schedules and time lines.

Compile, assemble, verify and prepare data for records and files.

Complete work with many interruptions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a variety of office equipment including a computer and assigned software.

Exercise patience.

Work with people of various socio-economic backgrounds and diverse cultures.

EDUCATION AND PAID EXPERIENCE:

Any combination equivalent to: graduation from high school and three years increasingly responsible clerical and customer service 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.

Constant interruptions.

Work hours as assigned.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

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.