

Counseling Office Assistant (SC/DSPS - Substitute)
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=236051>

Downloaded On: Dec. 21, 2024 8:13am

Posted May 13, 2024, set to expire Jan. 28, 2025

Job Title	Counseling Office Assistant (SC/DSPS - Substitute)
Department	
Institution	South Orange County Community College District South Orange County Community College District, California
Date Posted	May 13, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Counseling Services
Job Website	https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Counseling-Office-Assistant--SC-DSPS----Substitute-_REQ12212

Apply By Email

Job Description

Title:Counseling Office Assistant (SC/DSPS - Substitute)

Job Category:CSEA

Job Opening Date:May 13, 2024

Job Closing Date:June 30, 2024



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Locations:Saddleback College

Department:

Pay Grade, for more information click on this link:

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

Pay Type:Monthly

Hours Per Week:0

Job Description:

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 within the job.

SUMMARY DESCRIPTION

Under general supervision from assigned supervisory or management staff, performs a variety of specialized office support and clerical duties in support of assigned counseling office activities; screens and assesses student counseling needs and schedules appointments with appropriate counselors; and maintains a variety of records and files and generates a variety of statistics and reports.

DISTINGUISHING CHARACTERISTICS

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This is the journey level class within the Counseling Office Assistant series. Employees within this class are distinguished from the Senior Counseling Office Assistant in that the latter assumes responsibility for coordinating front office activities, serving as the office supervisor during morning hours, managing the scheduling and reporting system, coordinating counselors' schedules, and serving as the primary contact person for problems and issues related to the automated counseling scheduling and reporting system. Employees at the Counseling Office Assistant level are fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Serve as receptionist for assigned area; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; convey telephone messages; respond to questions regarding other student services areas and provide information; refer callers to appropriate staff for further assistance as needed.
- Perform a variety of support duties related to counseling office activities; provide counter support; screen students to determine if counseling needs are personal or academic; schedule counseling, screening, intake, or psychological appointments with appropriate staff member or refer student to other agencies and departments.
- Perform a variety of duties related to counselor calendar and schedule planning; participate in the preparation of permanent schedules at the beginning of each semester and during the summer session; input counselors' schedules and verify schedule for accuracy prior to submittal of schedule; participate in coordinating weekly counselor schedules and monitor scheduling system daily in regards to changes involving student cancellations and appointments, scheduling of new appointments, and counselor emergencies
- Prepare and retrieve files for scheduled appointments; prepare information for counselors including student academic transcripts, current schedule information, and history reports.
- Interact with students in a variety of situations and respond to requests for assistance; contact crisis counselors for immediate counseling as needed.
- Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports.

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- Prepare and generate a variety of reports, records, and statistics related to counseling information, operations, and functions.
- Monitor student tracking activities; record attendance; phone students to schedule screening, intakes, accommodations, academic, and/or psychological appointments; send letters to students as required.
- Type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft, recordings, or verbal instruction; disseminate information as appropriate.
- Perform a variety of general clerical duties in support of office operations; access files and information on computer system; input information and data; copy materials; order office supplies and materials.
- Provide matriculation English and math test results; provide information concerning upcoming tests.
- Assist in maintaining the automated counseling scheduling and reporting system; troubleshoot problems and report malfunctions and irregularities according to established procedures.
- Develop a variety of forms for faculty, staff, and student use; order and maintain supply of forms, applications, brochures, and informational packets.
- Assist in coordinating the efforts of the assigned office with other departments and student services; communicate between counseling office and other campus departments.
- May provide support to the career center; locate career or college information for students or the public; provide on-line assistance to members of the community who seek demographics regarding particular careers.
- Utilize various computer applications and software packages; maintain and generate reports from a database or network system.
- Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile machine.

Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

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- Methods and techniques used to respond to students with a variety of counseling requests, both office assistance and support duties applicable to a counseling office.
- Student services available at a community college.
- Confidentiality requirements applicable to office reports and records.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Basic principles of business letter writing and basic report preparation.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles, practices, and procedures of record keeping.
- Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
- Basic mathematical concepts.
- Work organization principles and practices.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Learn and understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
- Learn, understand, interpret, and apply general administrative and office policies and procedures.
- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of the assigned counseling office including screening callers and visitors, scheduling appointments, and maintaining records and information.
- Schedule appointments for a large number of individuals in a high-volume setting.
- Respond appropriately to the needs and requests and inquiries from students, staff, faculty, or the public; effectively present information in person or on the telephone.
- Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records and reports.
- Use sound judgment in recognizing scope of authority.
- Type or enter data at a speed necessary for successful job performance.
- Compile and organize data and information.
- Maintain filing systems.
- Exercise good judgment in maintaining information, records, and reports.
- Plan and organize work to meet schedules and changing deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by

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phone or in person.

- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by coursework or on-the-job training in clerical and administrative support practices and procedures.

Experience:

Two years of general clerical or office experience preferably involving extensive customer service.

License or Certificate:

A valid California driver's license and proof of insurability may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, staff, and others. At least minimal environmental controls are in place to assure health and comfort.



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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and may occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Additional Information:

\$24.25/hr

Up to 25 hours per week

Schedule TBD

On-site only

This position is a short-term, temporary, hourly, Non-Bargaining Unit (NBU) assignment, not to exceed 160 days per fiscal year (July 1-June 30). The assignment is on an as needed basis, and may be shortened or extended at any time, due to departmental needs, with little to no notice. This recruitment will remain open until filled or withdrawn. Once you have submitted an application electronically, the current status of your application will be available to view at any time upon signing in under your personal username and password. Please do not call the Human Resources Office regarding the status of your application.

Employment with the South Orange County Community College District is contingent upon successful completion of the Human Resources pre-employment ("onboarding") process. The Human Resources onboarding process may include, but is not limited to, successful completion of Live Scan fingerprinting (approx.. \$70), I-9 completion, background checks, reference checks, TB testing, as well as completion of the online onboarding process. Failure to successfully complete any portion of the onboarding process will invalidate any conditional job offer received. Falsification of, or omission on, any SOCCCD pre-employment information may result in withdrawal of any conditional job offer or termination of

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employment. **Short term, non-bargaining unit (NBU) positions may only be used on an intermittent/seasonal basis.** Ed. Code sect. 88003 states "Short-term employee means any person who is employed to perform a service for the district, upon the completion of which, the service required or similar services will not be extended or needed on a continuing basis."

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. Documentation according to USCIS I-9 guidelines (i.e. ID card and Social Security card) must be presented at the time of hire. Per IRS regulations, a Social Security card must be presented at the time of hire.

Inclusion, Diversity, and Equity:

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

Disability Accommodations: If you require special accommodations in the application and/or selection process, please notify District Human Resources (DHR) at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to hrinfodesk@socccd.edu.

NBU at-will employment: After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the District. NBU employment is at-will, and either party may terminate this working relationship at any time. Neither

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party shall be required to provide any reason for the separation. NBU employees shall not have reemployment rights or recourse to petition to be reinstated.

Worksite:NBU employees are limited to working in a single position in one department/site

Work schedules: Department/Division managers, administrators, and/or supervisors shall determine the work schedule of NBU employees to include the number of days and hours worked per week and the start and stop times.

160-day restriction: NBU employees will not work more than 160 days (in any combination of NBU positions) no matter how many hours per day they work.

Payroll reporting period: The payroll reporting period is from the 15th of the first month to the 14th of the next month. NBU employees are paid on the 10th of the following month. Ex: Pay Period 01/15/23 through 02/14/23 will be paid on March 10th.

California Sick leave: NBU employees are eligible for California Sick leave per AB1522. Information regarding AB1522 is provided to all NBU new hires during the onboarding process.

Retirement information: NBU employees may not work more than 960 hours from July 1st-June 30th. NBU employees who work more than 1000 hours per fiscal year are required to contribute to the California Public Employees' Retirement System (CalPERS), through payroll deduction of about 7-9%. The District does not intend to employ NBU employees for more than 1,000 hours during any fiscal year.

Sexual Harassment/Discrimination: The District is committed to providing an environment that respects the dignity of individuals and groups; is free of sexual harassment, exploitation, intimidation, violence, and other unlawful discrimination, preferential treatment, and harassment, including that which is based on any legally protected characteristic.

Equal Employment Opportunity: It is the intent of the Board to establish and maintain within the District and all of its programs and activities a policy of equal opportunity in employment for all persons, and to prohibit discrimination, preferential treatment, or harassment based on sex, age, gender identity, gender expression, race, color, ethnic group identification, national origin, ancestry, religion, mental or physical disability, medical condition, genetic information, pregnancy, marital status or sexual orientation or because an individual is perceived as having one or more of the above characteristics.

Confidentiality: Confidentiality of student and staff information is protected under federal law. Any information regarding students or staff that might be accessed in the course of a work assignment

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through a computer, student file, or other documentation, is to be used strictly to perform my job duties and may only be shared with those who are authorized to have such information.

Mandated reporter: Child Abuse and Neglect Reporting: The South Orange County Community College District recognizes the responsibility of its staff to report to the appropriate agency when there is a reasonable suspicion that an abuse or neglect of a child may have occurred.

Elder and Dependent Adult Abuse Reporting: It is the policy of the South Orange County Community College District to treat reports of violence against elderly persons or dependent adults as high priority criminal activity that is to be fully investigated regardless of the relationship between the victim and the suspect(s).

Campus Crime and Safety Awareness: Information regarding campus crime and safety awareness can be found at www.saddleback.edu or www.ivc.edu. Paper copies are available in Human Resources upon request.

Drug-Free Environment: The District shall be free from all unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in all facilities under the control and use of the District. Any student or employee who violates this policy will be subject to disciplinary action, consistent with local, state, or federal law, which may include the referral to an appropriate rehabilitation program, suspension, demotion, expulsion, or dismissal.

Smoke Free District: It is the intent of the South Orange County Community College District to maintain an educational and workplace environment that is conducive to the health and safety of our students and employees. Realizing the health hazards posed by smoking and by second-hand smoke, it is policy of the South Orange County Community College District to maintain a smoke free environment for all district sites.

SPECIAL COVID-19 NOTICE:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff,



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administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

DISABILITY ACCOMMODATIONS:

If you require special accommodations in the application and/or selection process, please notify District Human Resources (DHR) at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to hrinfodesk@socccd.edu.

CAMPUS CRIME AND SAFETY AWARENESS:

Information regarding campus crime and safety awareness can be found at www.saddleback.edu or www.ivc.edu. Paper copies are available in the District Human Resources (DHR) office upon request.

PLEASE NOTE:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS.



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EEO/AA Policy

DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY:

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact



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