

TEMPORARY Program Assistant -Student Services  
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

<b>Job Title</b>	TEMPORARY Program Assistant -Student Services
<b>Department</b>	
<b>Institution</b>	State Center Community College District Fresno, California
<b>Date Posted</b>	Dec. 2, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5832607">https://apptrkr.com/5832607</a>

**Apply By Email**

**Job Description**

Image not found or type unknown



**TEMPORARY Program Assistant -Student Services**

**Salary:** \$26.84 - \$33.01 Hourly

**Location:** Clovis Community College, CA

**Job Type:** Temporary

**Division:** CCC Natural & Health Sciences

**Job Number:** 202400301-T

**Closing:**

## TEMPORARY Program Assistant -Student Services State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

### **General Purpose**

Under general supervision, performs routine to complex administrative program implementation support requiring program-specific knowledge; oversees the daily operations of a student resource office or center; assists with student screening and provides specialized program information, assistance and advice to students regarding college programs and services; oversees complex data entry, tracking and reporting processes; performs complex scheduling; coordinates event logistics; and performs related duties as assigned.

### **Essential Duties & Responsibilities**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Oversees and assists with the day-to-day operation of an academic or student services office or program; coordinates, assigns and participates in front-desk coverage or delivery of program services; answers, screens and refers telephone calls and visitors; resolves escalated questions and concerns from students, faculty, staff, vendors and the public regarding assigned program and services; creates forms and surveys used to evaluate program needs and effectiveness of service delivery.
2. Assists students with understanding and completing matriculation requirements, applications and/or forms; assists students with accessing program/center services such as enrolling in program, setting up tests or tutoring, facilitating weekly orientations and workshops, registration, and researching and accessing course, transfer and career materials; screens student needs for counseling and schedules student counseling appointments or refers to other campus or community resources.
3. Answers student questions regarding program eligibility, policies, procedures, programs and services; verifies student eligibility and tracks program participation for funding or reimbursement purposes; sends correspondence and reports to students; responds to questions and complaints over the phone or at a public counter.
4. Facilitates student, faculty/Counselor and staff use of appointment scheduling and case management software, Colleague and program-specific electronic databases and programs as an advanced user; tracks and inputs program statistical and student data into appropriate systems; tracks student program participation and eligibility; prepares for review and submits statistical records and reports; assists in data collection for program audits.
5. Assists with the recruitment, hiring and training of student aides, tutors and other hourly program/

## TEMPORARY Program Assistant -Student Services State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

center support employees; provides day-to-day lead work guidance and direction to other staff and student aides; assigns, schedules and monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; reviews and processes payroll timesheets; provides information, instruction and training on work procedures and technical, legal and regulatory requirements.

6. Makes meeting and event arrangements including booking travel, developing event logistical plans and approving vendors and participants; maintains a variety of program calendars; makes committee and department meeting arrangements including the preparation and distribution of agendas and supporting documents; takes and transcribes meeting minutes; may track completion of action items.
7. Maintains a variety of standard and complex office and specialized records and files; creates and maintains spreadsheets and databases to track student contacts, student education plans, projects, activities and services; extracts data and reports from multiple data sources and reconciles data entries and reports including those of other employees and departments; tracks and maintains federal, state and District-required data and student outcomes and prepares for submission or reporting.
8. Creates, submits and tracks requisitions; prepares travel and conference expense forms; routes forms for signature; calculates budget usage and fund percentages; tracks multiple funding sources; may participate in grant administration functions including collecting basic program data and generating performance reports.
9. Drafts, formats, types, proofreads, edits and prints correspondence, forms, reports, schedules, rosters, and statistical and technical documents including reports, manuals and other documents and materials ranging from routine to complex; creates forms, charts, tables and spreadsheets involving difficult coding, data extraction and manipulation; reviews documents for clerical accuracy, completeness and compliance with College and department requirements; prepares standardized contracts and rental agreements for signature and approval; routes documents for signature.
10. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

### **OTHER DUTIES**

1. Provides backup for other department or division office administrative support staff.
2. Interacts with other departments and with state and federal programs on behalf of the department/ program or a student.
3. Maintains and purchases inventory and supplies.
4. Performs related duties as assigned.

## TEMPORARY Program Assistant -Student Services State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

### Employment Standards / Minimum Qualifications

#### Knowledge of:

1. Modern office practices, procedures and equipment including computers and applicable software programs.
2. Program/center services, goals, objectives, policies, procedures and practices.
3. Customer service practices and telephone etiquette.
4. District student recordkeeping practices and procedures for processing student information and interpreting input and output data.
5. District payroll and general accounting systems operations, practices and procedures.
6. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
7. District policies, procedures and rules regarding budgeting, purchasing and travel/training and expense reporting.
8. Applicable sections of the California Education Code and other applicable laws.
9. Safety policies and safe work practices applicable to the assignment.
10. Basic principles and practices of employee work guidance and direction.
11. Uses and operations of scanners, phone systems, computers, standard business software and database and spreadsheet applications.

#### Skills and Abilities to:

1. Provide for the daily administrative activities in a program or office.
2. Provide customer service in person and over the phone.
3. Compose clear, concise and comprehensive correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
4. Track and report statistical information utilizing complex spreadsheets and databases.
5. Perform mathematical calculations; assist in monitoring a program or department budget.
6. Understand, interpret, explain and apply applicable laws, codes and regulations.
7. Maintain confidentiality of District and student files and records.
8. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
9. Communicate effectively, both orally and in writing.

## TEMPORARY Program Assistant -Student Services State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

10. Understand and follow written and oral instructions.
11. Operate a computer and use standard business software.
12. Type accurately at a speed necessary to meet the requirements of the position.
13. Represent the District effectively to students, customers and the public.
14. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
15. Establish and maintain effective working relationships with all those encountered in the course of work.

### **EDUCATION AND EXPERIENCE**

An associate degree with coursework in education, psychology, communications, public relations or another relevant field or three years of progressively responsible clerical experience in a high-volume customer service or student interaction environment; or an equivalent combination of training and experience.

### **LICENSES, CERTIFICATES AND OTHER REQUIREMENTS**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand and stand for long periods at a time; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

### **WORKING ENVIRONMENT**

## TEMPORARY Program Assistant -Student Services State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249727>

Downloaded On: Dec. 4, 2024 2:01pm

Posted Dec. 2, 2024, set to expire Jul. 23, 2025

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption; and intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

### **Assessment Process**

**Only the most qualified applicants will be invited to interview for the assignment.**

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4743134/temporary-program-assistant-student-services>

### **Contact Information**

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

#### **Contact**

N/A

State Center Community College District

,