

Counseling Office Assistant
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=253796>

Downloaded On: Mar. 4, 2025 9:13pm

Posted Feb. 27, 2025, set to expire Jan. 28, 2026

Job Title Counseling Office Assistant

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Feb. 27, 2025

Application Open until filled

Deadline

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Counseling Services

Job Website <https://www.schooljobs.com/careers/socccd/jobs/4849766/counseling-office-assistant>

Apply By Email

Job Description

Application Instructions:

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.
- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of

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birth, pictures, etc.) on your application or attached documents.

- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.
- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
- For job postings requiring professional references, include at least three (3) professional references from the following categories:

1. Current department chair(s) (for faculty) or supervisor(s);
2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

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;

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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

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

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conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports.

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:

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.

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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 phone or in person.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual

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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.

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.



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

Supplemental Information

Range 115 of the CSEA Salary Schedule

Work Schedule: **Monday - Friday (8:00 AM - 5:00 PM)** - Schedule and shift are subject to change in accordance with the department's needs.

Hours per Week: 40

Months per Year: 12

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 offsite work.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, managers, and the communities it serves. More information can be found on the SOCCCD 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. The SOCCCD will not sponsor any visa applications.



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California Public Employees Retirement System and California State Teachers Retirement System:

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 the SOCCCD 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 SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

Disability Accommodations:

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to hrrinfodesk@socccd.edu.

Attendance Requirement:

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

Campus Crime and Safety Awareness:

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



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Non-Discrimination Notice:

The SOCCCD provides access to its services, classes, and programs without regard to national origin, immigration status, religion, age, gender, gender identity, gender expression, race, ethnicity, color, medical condition, military and veteran status, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

California Fair Chance Act:

The SOCCCD will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if the SOCCCD is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

Diversity, Equity, Inclusion and Equal Employment Opportunity:

The SOCCCD is committed to creating an academic and work environment that fosters diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO) for all, and ensures that students, faculty, staff, and managers of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes the SOCCCD a unique and special place for individuals of all backgrounds.

The SOCCCD is 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 the SOCCCD, you can expect to be



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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, managers, and community partners. In deciding whether to apply for a position at the SOCCCD, you are strongly encouraged to consider whether your values align with the SOCCCD's mission and goals for DEI and EEO.

THE 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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