

Outreach Assistant (Substitute)
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=260920>

Downloaded On: Aug. 8, 2025 5:59pm

Posted Aug. 8, 2025, set to expire Jan. 28, 2026

Job Title Outreach Assistant (Substitute)
Department SC - Outreach and Strategic Partnerships
Institution South Orange County Community College District
Mission Viejo, California

Date Posted Aug. 8, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

Job Website <https://www.schooljobs.com/careers/socccd/jobs/5036298/outreach-assistant-substitute>

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 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.

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- 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

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Under general supervision from assigned management staff, provides general administrative, secretarial and clerical assistance in support of departmental programs and functions; responsible for operation of a central switchboard; provides information and assistance to students, faculty, staff, and the general public; maintains schedules, budgetary records, files, and other materials that support daily operations; may provide direction to student workers; and participates in a variety of meetings, special events, and projects related to outreach activities.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent classification that is distinguished by its responsibility for performing a broad range of administrative, secretarial, and clerical duties in support of outreach activities while having primary responsibility for the operation of a centralized switchboard. Incumbents in this classification must have broad knowledge of campus operations and resources in order to direct incoming calls appropriately and must be able to adapt quickly to changing work priorities in order to meet the needs of the department. Centralized switchboard and reception services are essential and, as the primary operator, the incumbent is responsible for training and overseeing hourly student workers that provide back-up assistance to maintain coverage.

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.

Perform a variety of duties in support of departmental services and operations and to assist the administrator in meeting program objectives; relieve assigned administrator of a variety of clerical and technical details; develop schedules related to departmental activities; assure the timely completion of work in accordance with established policies, procedures, and standards.

Operate a central switchboard console for an assigned campus; receive and transfer calls to appropriate personnel; provide general information; take and transmit messages for staff.

Greet and assist the students, faculty, staff, and the general public at central reception area; provide general information regarding the location, dates, and times of events, College policies and procedures, and other general College information; provide materials, maps, class schedules, catalogs, and other information as requested.

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Develop schedules and provide training to hourly and/or student workers to assure adequate coverage of central switchboard and reception desk; process and prepare timesheets or other documents required to verify work.

Assist in the administration of the telephone system college-wide; report trouble with phone lines including pay phones; place new phone orders; coordinate with technicians to ensure phones are in proper working order.

Word process, enter data, and proofread a variety of documents and forms including general correspondence, agendas, reports, and memoranda as necessary from rough draft, recordings, or verbal instruction; compose routine correspondence; disseminate information as appropriate.

Operate a variety of office equipment and learn to use new technology as necessary to perform duties; utilize electronic technology to correspond with others and to maintain calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions, departments, and outside resources.

Perform a variety of general clerical duties including photocopying, distribution of information and forms, and operating a fax machine; receive, sort and distribute incoming and outgoing mail.

Initiate purchasing of departmental goods and services; maintain adequate inventory levels of office supplies, equipment and other departmental inventories; prepare and process forms and requisitions, including purchase requisitions, check requests, independent contracts, and work order forms; post, monitor, and track invoices and other expenditures.

Establish and maintain accurate and up-to-date departmental files and records; update and monitor various logs, accounts, and files for current and accurate information; verify accuracy of information, researching discrepancies and recording information.

Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or record proceedings; assist in organizing special events and activities.

Maintain schedule for assigned rooms; assist faculty and staff in scheduling rooms; maintain accurate records.

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Assist students with navigating through the District's website; assist with on-line registration and related matters.

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:

Operating characteristics of a multi-line switchboard console.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.

Basic principles and practices used to establish and maintain files and information retrieval systems.

Basic principles, practices, and procedures of record keeping.

Basic mathematical concepts.

Basic research methods and techniques.

Work organization principles and practices.

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

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Ability to:

Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities.

Learn, understand, interpret, and apply general administrative and office policies and procedures.

Maintain current knowledge of campus events and locations.

Perform a variety of campus receptionist and administrative and clerical support functions of a general nature for an assigned office.

Operate a switchboard.

Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from students, staff, the general public, press, or other agencies; effectively present information in person or on the telephone to students, staff or the public.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Use sound judgment in recognizing scope of authority and resolving difficult situations.

Type or enter data at a speed necessary for successful job performance.

Compile and organize data and information to prepare routine reports and business correspondence.

Maintain filing systems.

Train and provide work direction to others.

Plan and organize work to meet schedules and changing deadlines.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

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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 effectively with minimal supervision.

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.

Report to work on a regular and consistent basis, as scheduled, to assigned job.

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; college level coursework or specialized training in business administration, public relations, or other directly related field is desirable.

Experience:

One year of experience providing administrative and clerical support in an environment that involves frequent interruptions. Demonstrated experience operating a centralized switchboard and providing information to the general public is highly desirable.

License or Certificate:

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

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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 a standard office setting. Duties are typically performed at a desk, computer terminal, or central switchboard that may limit the ability to leave the incumbent's workstation. Environment is subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and the public. At least minimal environmental controls are in place to ensure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to 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 to travel to other offices or locations in the performance of assigned duties. Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. Hearing: Hear in the normal audio range with or without correction.

Supplemental Information

Work Schedule: **TBD** – Schedule and shift vary and are subject to change in accordance with the department's needs.

Hours per Week: Up to **25**

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Employment Conditions and Information:

This is a short-term, temporary, hourly Non-Bargaining Unit (NBU) assignment, not to exceed 160 days and 960 hours per fiscal year (July 1st through June 30th). **Short-term, temporary NBU positions may only be used on an intermittent, seasonal, or project basis.** Education Code Section 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."

After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District (SOCCCD) as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the SOCCCD. The assignment may be shortened or extended at any time, due to departmental needs, with little to no notice. NBU employment is at-will, and either party may terminate this working relationship at any time. Neither 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.

NBU employees are limited to working in a single position for a single department and site (assignments are onsite only).

NBU employees are paid on a monthly basis. The payroll reporting period is from the 1st of the month to the last day of the month. NBU employees are paid on the 10th of the following month.

Example: For the following reporting period: January 1st through January 31st, the NBU employee will be paid on February 10th.

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. The SOCCCD does not intend to employ NBU employees for more than 960 hours during any fiscal year.

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

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employment in this country. The South Orange County Community College District (SOCCCD) will not sponsor any visa applications.

Employees must reside in California while employed with the SOCCCD.

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.

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

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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 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.

The SOCCCD is committed to ensuring that all students have the opportunity to succeed in their classes and as such, to eliminating institutional barriers that disproportionately impact students of color. Irvine Valley College and Saddleback College are deeply committed to fostering an inclusive environment where students, staff, and faculty from diverse backgrounds can thrive academically and professionally.

Irvine Valley College (IVC) serves approximately 21,584 students, reflecting a rich diversity: 41% Asian, 2% Black/African-American, 21% Hispanic/Latino, 8% Southwest Asian and North African, 5% two or more races, and 21% White in Fall 2024.

Similarly, Saddleback College (SC) serves around 25,789 students, with demographics showing 12% Asian, 2% Black/African-American, 29% Hispanic/Latino, 5% two or more races, and 47% White in Fall 2024.

These numbers underscore the importance of our commitment to eliminating equity gaps across all student demographics through implementing dynamic, student-centered practices and policies. To support the academic and career success of our diverse student body, we seek a candidate who will actively contribute to our mission of inclusivity and support. The ideal candidate's values will align with SOCCCD's goals for Diversity, Equity, and Inclusion (DEI) and

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Equal Employment Opportunity (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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