

**Program Assistant - Student Services
State Center Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=261132>

Downloaded On: Aug. 14, 2025 5:12pm

Posted Aug. 14, 2025, set to expire Sep. 3, 2025

Job Title Program Assistant - Student Services
Department
Institution State Center Community College District
Fresno, California

Date Posted Aug. 14, 2025

Application Deadline 09/03/2025
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Student Affairs

Apply Online Here <https://apptrkr.com/6465150>

Apply By Email

Job Description

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Program Assistant - Student Services

Salary: \$55,832.00 - \$68,666.00 Annually

Location: Districtwide, CA

Job Type: Permanent

Division: DO District Office

Job Number: 2025031

Closing: 9/3/2025 11:59 PM Pacific

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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/

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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.

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Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

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.

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9. Communicate effectively, both orally and in writing.
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

Certain assignments may require a California driver's license and the ability to maintain insurability under the Districts 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

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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

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

APPLICATION SUBMISSION To move forward in the selection process, you must complete an online application through our website at <http://www.schooljobs.com/careers/scccd>. Please attach to your application a copy of your degrees or transcripts (including when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

ONCE YOU HAVE SUBMITTED YOUR APPLICATION YOU WILL NOT BE ABLE TO MAKE REVISIONS TO YOUR APPLICATION MATERIALS.

When completing the application, please make sure you include ALL current and previous employment in the Work Experience section of the application and complete ALL fields, including the name and contact information for your supervisors. Experience that is included in the resume but not in the Work Experience section of the application may not be considered for the purpose of determining whether you meet the minimum qualifications.

All required documents must be submitted by the applicant. Personnel Commission staff will not upload your documents for you. The State Center Community College District does not accept letters of recommendation for classified positions. Please do not attempt to attach letters of recommendation to your application.

APPLICATION REVIEW AND ASSESSMENTS

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The application review process includes an evaluation of training and experience based on given application information and answers to supplemental questionnaire. Only the most qualified applicants, who pass the minimum qualifications review, will be invited to the assessment process.

The assessment process will include a competency assessment (40% weight) and an oral interview assessment (60% weight). Of those achieving a passing score on the competency assessment, only the most qualified candidates will be invited to the oral interview assessment. Passing score is 75% out of 100% on each assessment section.

INITIAL ASSESSMENT TENTATIVELY SCHEDULED AS FOLLOWS:

COMPETENCY ASSESSMENT: SEPTEMBER 12, 2025

ORAL INTERVIEW ASSESSMENT: SEPTEMBER 19, 2025

The assessment process / assessment date is subject to change as needs dictate. All communication regarding this process will be delivered via email to the address listed on your application.

ELIGIBILITY LIST

Candidates who attain a passing score on the assessment will be placed in rank order on a districtwide Open-Competitive List. Using the same process, a separate Promotional List will be established and both Lists will be used concurrently. Unless otherwise indicated, the eligibility list will be used to fill current vacancies in this classification for at least six-months. **The vacancy is at Clovis Community College.**

PASSING THE ASSESSMENTS AND BEING PLACED ON THE ELIGIBILITY LIST DOES NOT GUARANTEE AN OFFER OF EMPLOYMENT. VERIFICATIONS OF EMPLOYMENT WILL BE COLLECTED IF AN OFFER IS MADE.

ACCOMMODATIONS

Individuals with disabilities requiring reasonable accommodation in the selection process must inform the State Center Community College District Personnel Commission Department in writing no later than the filing date stated on the announcement. Those applicants needing such accommodations should document this request including an explanation as to the type and extent of accommodation needed to participate in the selection process.

SCCCD is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

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To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/5041533/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

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