CLASSIFICATION
Instructional Aide, Student Success Center

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE
Under the direction of the Instructional Specialist, provide instructional and clerical assistance in the Student Success Center. Assist students in the proper use of equipment and materials and with check-in procedures. Assure the preparation and maintenance of student files and instructional materials and supplies. Assist in providing reports to faculty.

ESSENTIAL DUTIES AND 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. Assist in the operation and maintenance of a Student Success Center; provide assistance to individuals or groups of students according to instructions. Prepare instructional materials and equipment for teachers’ and student use as requested and according to approved procedures.

2. Assist students with in-take registration procedures required for the use of the Success Center; demonstrate operation and procedures for proper usage of all computer equipment, scanners, and printers in the Success Center.

3. Assist students in proper selection of learning activity and/or reason for Center visit; refer students to counseling or tutoring as appropriate.

4. Maintain Success Center in a safe, clean and orderly condition; maintain condition and order of equipment and materials; clean computer mice and monitors, notify appropriate personnel of needed equipment repair and replacement.

5. Maintain a variety of records and files related to the Success Center including room reservations requests and lab user logs; answer questions and perform a variety of other clerical duties.

6. Operate a variety of instructional equipment including computer terminals, printers, audio and video cassette players, copier and a variety of software programs.

7. Perform related duties as assigned.

OTHER DUTIES
None
QUALIFICATIONS

Knowledge of:
1. Basic Macintosh and PC operation, and file transfers between platforms.
2. Internet usage for research.
3. Basic instructional techniques and procedures.
4. General office practices, equipment, and software.
5. Proper methods of storing equipment, materials and supplies.
6. Record-keeping techniques.
7. Correct English usage, grammar, spelling, punctuation and vocabulary.

Ability to:
1. Provide instructional reinforcement to individuals and groups of students.
2. Provide information and assistance to students and staff.
3. Assure the care and security of assigned equipment, materials and supplies.
4. Perform clerical duties such as filing, duplicating and maintaining records.
5. Plan and organize work.
6. Understand and follow oral and written directions.
7. Work independently with little direction.
8. Communicate effectively both orally and in writing.
9. Work cooperatively with others.
10. Meet schedules and time lines.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and some related instructional assistance experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
None.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee 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, an employee is regularly required to stand, walk and sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel objects or controls; reach with hands and arms. An employee also is regularly required to stoop, kneel, bend, crouch or crawl, climb or balance and lift up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; use basic math; learn and apply new information or skills; work with constant interruptions and interact with District management, faculty, staff, students and others encountered in the course of work. The employee may occasionally be required to interact with disruptive or abusive students.

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

The employee works in a learning center/lab or classroom-type setting, and the noise level can be moderately loud.