CLASS SPECIFICATION
Matriculation Aide

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

GENERAL PURPOSE
Under the direction of an assigned manager, perform a variety of clerical support duties and assist in providing student services in the area of matriculation.

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. This position requires confidentiality and use of discretion of student records and academic/personal information.

1. Greet students and the public, answer questions in person, via phone and e-mail regarding the matriculation process, including but not limited to Assessment/Testing, Orientation, Early Intervention, Registration, Follow-up and others; assist students in completing forms, applications and other materials according to program requirements.

2. Present matriculation information at Orientation, Early Intervention, Early Bird, Student Success, Welcome Day workshops and at other activities/events.

3. Maintain various records, files, logs and lists; enter data in computer and file paperwork as required.

4. Serve as peer advisor/role model to students by providing support and motivation to assist students to succeed in college.

5. Assist with online orientation, assessment and orientation registration and other program/activities sign ups; refer students to appropriate departments or divisions; assist with proctoring of assessments and testing; assist with registration; set up, tear down and store Matriculation Workshops/activities’ materials in the designated locations.

6. Type correspondence and other documents; develop, update, translate and distribute programs, handouts, flyers and schedules (as required by the position).

7. Assist faculty and staff in all Matriculation programs and in the ESL Department.

8. Operate a variety of office machines, including microcomputers and peripheral equipment, copier, typewriter, calculator and others; use word processing, spreadsheet, data base management and other specialized software.

OTHER DUTIES
1. Move furniture and boxes of supplies and materials to accommodate center activities.
2. Assist with training of new staff.
3. Perform job-related duties as assigned.

QUALIFICATIONS

Knowledge of:
1. Fundamental elements of Matriculation/Assessment in a community college and Student Support Services including ESL Program.
2. Vietnamese, Cambodian or Spanish languages (as required by the position).
3. Correct English usage, grammar, spelling, punctuation and vocabulary.
4. Interpersonal skills including tact, patience, courtesy and customer service.
5. Record-keeping techniques.
6. General office practices, procedures and equipment.
7. Computer and software operations.

Ability to:
1. Provide information regarding matriculation/assessment processes to students and the public.
2. Speak, read and write Vietnamese, Cambodian and Spanish (as required by the position).
3. Work evenings and weekends; LAC & PCC.
4. Use word processing, spreadsheet and data base management computer software effectively.
5. Perform clerical duties such as filing, duplicating and maintaining records.
6. Understand and follow oral and written instructions.
7. Communicate clearly and concisely.
8. Meet schedules and timelines.
9. Establish and maintain cooperative and effective working relationships with students, faculty and staff.
10. Demonstrate a sensitivity to persons with diverse socio-economic, cultural, and ethnic backgrounds, including the disabled.

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 clerical/office experience, and serving college students, 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 job, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms; Employees are frequently required to walk and stand; 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, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve routine office problems; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with District management, administrators, staff, students and others encountered in the course of work.

**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.

Employees work under typical office conditions, and the noise level is usually quiet.