CLASS SPECIFICATION
Matriculation Program Assistant

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

GENERAL PURPOSE
Under supervision, performs a wide variety of routine clerical support functions in the Matriculation Department including typing, data entry, filing and receptionist duties; assist in providing student services and performs related duties as assigned.

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. Greet students and the public at the counter, answer questions regarding Matriculation, Assessment/Testing, Orientation, Follow-up and Research; refer students to appropriate departments or divisions.

2. Assist with coordination of workshops, campus tours, college programs, local school districts and the community; assist with various workshops, Credit and Non-Credit programs, Assessment/Testing, Orientation, Follow-up and Research; and on-line programs.

3. Operates a computer and may perform data entry and light typing responsibilities to prepare a variety of standard materials and documents; may update computer records and databases; may type and generates flyers, surveys/evaluations, applications, and statistical student records and data; operates other equipment such as a copier, fax and telephone.

4. Train and provide work direction to student assistants, aides and temporary workers as assigned; provide back-up duties to department time-keeper as needed; may proctor assessments/testing as assigned.

OTHER DUTIES
1. May provide back-up for other department staff as needed.

2. Perform job-related duties as assigned.

QUALIFICATIONS

Knowledge of:
1. Principles and procedures of student academic assessment.

2. District matriculation and eligibility policies and procedures.

3. Principles and practices of non credit matriculation program development and implementation.
4. Office administration practices and procedures.
5. Computer and software operations
6. Correct English usage, including spelling, grammar and punctuation.
7. Record keeping and filing practices and procedures.

**Ability to:**
1. Provide guidance to students, parents and the public on the availability of programs and services.
2. Operate a computer and other standard office equipment.
3. Organize and maintain files accurately and efficiently.
4. Type accurately at a net speed of 45 wpm.
5. Communicate clearly and effectively, orally and in writing.
6. Understand and follow written and oral instructions.
7. Learn and apply new information and skills.
8. Provide information and work instructions to student workers and interns.
9. Use tact, discretion and courtesy in dealing with sensitive situations and upset or dissatisfied individuals.
10. Establish and maintain effective working relationships with District management, administrators, staff, students and others encountered in the course of work.

**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 a minimum of two years of increasingly responsible clerical experience involving public contact; 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.