CLASS SPECIFICATION
Student Center Facilitator

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

GENERAL PURPOSE
Under general supervision, trains, schedules and provides lead work direction to student workers and community service volunteers providing clerical and administrative support services to students in a student center environment; coordinates reservations/booking processes for multiple District facilities; assists in arrangement and set-up for assigned District events; produces and maintains related materials, brochures, programs, records and forms; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Student Center Facilitator performs a variety of duties to ensure that assigned District student center/facilities/equipment are appropriately used and maintained and that students and visitors utilizing the Student Center are provided with appropriate clerical and administrative support services. Assigned work requires technical knowledge related to the operation of audio-visual, sound reinforcement and other equipment used during District events/meetings, strong organizational skills to coordinate reservations/booking for multiple District locations and a strong customer-service approach to day-to-day student, public and District-wide interactions.

Student Center Facilitator is distinguished from Student Activities Advisor in that incumbents in the latter class provide specialized and intensive technical and organizational advice and support to assigned student groups and are accountable for ensuring that student group activities and conduct are within pertinent legal and District parameters.

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. Trains and provides lead work direction to several federal work study students and community service volunteers providing clerical and administrative support in carrying out the day-to-day operations of the student life department; based on student center/student group needs, assigns clerical and administrative support work to student workers/volunteers; organizes work schedules; monitors performance and provides assistance and coaching, as needed; assists in hiring process.

2. Coordinates, organizes and maintains multiple reservations/bookings for several assigned District facilities/equipment; assists in developing, complies with and provides recommendations for improvement as necessary to reservations/booking processes and procedures; maintains and posts related District event calendars.
3. Assists in planning and set-up for a variety of District events and activities; responds to requests related to reserved facilities/equipment; sets-up or coordinates set-up of facilities, furnishings and equipment for specific events; assists with sound engineering/reinforcement/microphone set-up for District-wide events, which, dependent on activity, may be involved and require a high level of technical knowledge; researches, obtains quotes from and makes recommendations regarding vendors/performance artists for a variety of assignments and special events.

4. Designs, creates, updates and/or maintains assigned forms, programs, brochures and other materials.

5. Provides technical, informational and administrative services to other District departments and staff, students and the public; assists students with walk-in registration; processes student services cards; encourages and instructs on use of student services card; directs students and the public to various departments/locations; responds to an array of inquiries and complaints and refers inquiry to another source, as necessary.

6. Monitors, inventories, stores and maintains assigned facilities, furnishings and equipment related to job responsibilities.

OTHER DUTIES
None.

QUALIFICATIONS

Knowledge of:
1. Basic purposes, functions and operations of student centers, clubs, organizations and leadership groups.

2. Roles and responsibilities of student activities within college and community settings.

3. Uses and operations of a computer and standard business software including word processing and spreadsheets and of specialized equipment related to specific area/s of responsibility, including audio-visual and sound reinforcement equipment.

4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

5. District organization, rules, policies, procedures and operating practices related to areas of responsibility.

6. Proper methods to store and maintain equipment, materials and supplies related to areas of responsibility.

Ability to:
1. Assist in arrangement for and set-up of a wide range of special events and activities for students, including performing technical checks for specialized equipment.

2. Operate a computer using word processing, spreadsheet and other standard business software.
3. Operate other technical and specialized equipment related to area/s of responsibility, including sound reinforcement and audio-visual equipment and effectively instruct others on use, as necessary.

4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

5. Communicate clearly and effectively, orally and in writing.

6. Analyze situations accurately and adopt an effective course of action.

7. Train and provide work direction to student workers.

8. Use tact, discretion and courtesy in dealing with sensitive situations and upset or dissatisfied individuals.

9. Establish and maintain effective working relationships with District management, administrators, staff, students, the public 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 two years of college-level coursework and two years of administrative or technical experience related to organizing and conducting student event/activities and services; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

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, the employee is regularly required to sit, walk and stand; talk or hear, both in person and by telephone; climb, balance, stoop, kneel, bend or crouch; and reach with hands and arms. The employee must occasionally lift up to 100 pounds and be able to differentiate operating equipment sounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; perform work on multiple, concurrent
tasks with frequent interruptions; and interact with students, District management and staff, vendors 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.

An employee works in a variety of student activity locations and occasionally may be exposed to loud or prolonged noise levels or work in outside weather conditions.