

Job Description

Position Title: Student Services Assistant

Job Family: Student Services

Job Level: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 01

Position Summary:

The Student Services Assistant provides general information and services to students and the general public relating to College inquiries and requests for information. Supports staff and students within the Adult Basic Education program as well as PCC credit programs. Provides information about admissions, advising, registration, assessment, programs, and testing to students, staff, and community members. Enters, tracks, analyzes, and reports data critical to grant funding. Administers, assists, and proctors student assessment tests.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as the first point of contact to students, liaison, and the general public.
2. Maintains multiple databases, creates spreadsheets, and keeps records.
3. Registers students, verifies student eligibility; may provide translation in multiple languages to students.
4. Prepares student records and associated correspondence.
5. Provides data entry and retrieves information from databases; verifies the completeness and accuracy of the submitted information.
6. Interprets information and makes evaluative determinations and recommendations regarding services, programs, and procedures for students, College employees, and the public based on established guidelines.
7. Performs data entry, tracking, analysis and reporting critical to grant funding program.
8. Administers, assists, and proctors student assessment tests.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

- Knowledge of administrative procedures and practices.
- Knowledge of internal and external customer service principles and practices.
- Skill in effective communication (both written and oral).

- Skill in performing a variety of duties, often changing from one task to another of a different nature.
- Skill in positive, productive, and flexible customer service.
- Ability to apply effective and accurate data entry and typing skills.
- Ability to develop and maintain effective and positive working relationships.
- Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED
- Up to One (1) year of related experience may be required
- One (1) to three (3) years of related experience with record keeping and technology preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License