

SUPPORT SERVICES ASSISTANT

CLASS SUMMARY

Under general supervision, provides responsible support involving the coordination of diverse functions into a cohesive program or service; edit and update college catalog; compile and maintain curriculum database, class schedule; required to exercise some independent judgment; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Coordinate, organize, edit and maintain college catalog, curriculum database and class schedules; provides data entry of courses into software programs; assists supervisor in reporting and research activities; review and verify state and district curriculum policies and procedures related to the curriculum processes; reviews and processes a variety of documents and records relating to assigned function; prepares agendas, calendars, reports, correspondence, and statistical records; ensures required approvals and proper processing of preliminary and final documents; coordinates scheduling with District support systems; may lead and coordinate the work of clerical assistants.

ORGANIZATIONAL RELATIONSHIPS

This class reports to designated manager/administrator, may be responsible for determining work flow to lower grade positions or for resolving factual or procedural questions.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

High School diploma or GED and any combination of training, education and/or experience equivalent to 3 years of progressively responsible experience in complex support to management involving some independent responsibility.

Knowledge and Abilities

Good Knowledge of: The principles of record keeping and the ability to devise record keeping and reporting systems; college and district policies for support area assigned; support systems (e.g., scheduling, print shop, media services, computer center); various reports and statistics required by the college and state; information technology procedures, terminology and operations; procedures for programs and course approval; office methods, procedures and equipment, including automated equipment; basic research and data collection methods.

SUPPORT SERVICES ASSISTANT cont'd

Ability to: coordinate and organize a wide variety of material from many different sources; plan, organize and complete assignments with a minimum of supervisory direction; plan and organize work to meet deadlines; perform technical work in assigned areas including operation of automated equipment; work cooperatively with a variety of people in all levels of responsibility and authority.

Skills: Must complete keyboarding, clerical (filing names) and software skill evaluation.