

DESERT COMMUNITY COLLEGE DISTRICT

ACADEMIC SKILLS CENTER ASSISTANT

BASIC FUNCTION

Under the direction of the Coordinator of the Academic Skills Center (ASC), plan and perform a variety of complex secretarial and technical office duties in an assigned area to assure timely and efficient office operations for the department and relieve the Coordinator and other staff of technical and clerical duties; research, collect, analyze and compile data and information as needed; maintain complex files and records related to departmental operations, programs and expenditures.

REPRESENTATIVE DUTIES

1. Plan and perform secretarial office duties to assure timely and efficient operations of the Academic Skills Center and relieve the ASC Coordinator and other ASC staff of clerical duties. **E**
2. Perform various secretarial and administrative duties including answering telephones, greeting visitors and interviewing students; provide information in person or on the telephone or refer to appropriate personnel; open, screen and route mail. **E**
3. Compose, prepare and type a variety of correspondence, memos, reports and other materials specific to the Academic Skills Center; proofread materials to assure accuracy and completeness. Assist in the preparation and distribution of appropriate informational documents. **E**
4. Develop new and improved systems and procedures as a result of new policies or directives; assist with implementation after securing approval. **E**
5. Research, analyze and prepare information on a variety of topics for dissemination to the Dean, College, ASC staff, students and the public through various communication means maintaining confidentiality of sensitive departmental and other information. **E**
6. Maintain accurate files and records as required to support ASC functions. **E**
7. Schedule and monitor the hours and process payroll forms for student workers. Assist the ASC Coordinator in the selection, training and supervision of student workers. Assist with the hiring and payroll processes of tutors as needed. **E**
8. Assist with the selection of appropriate software and training materials for various labs. Assist with the development and implementation of training materials and activities for end users.
9. Compile attendance reports for faculty and staff related to grading utilizing appropriate software. **E**
10. Operate office and ASC machines including computers and related software, photocopiers, calculators, typewriter and other office and ASC equipment as assigned. **E**
11. Assist the ASC Coordinator in organizing and coordinating office and ASC functions, activities and communications to assure efficient and effective ASC operations. **E**
12. Assist the testing of students including making appointments, answer students' questions, show the orientation tape and test students as directed. **E**
13. Schedule appointments and meetings and notify appropriate individuals of meeting times and locations; arrange for meeting facilities as needed; prepare calendars as required. **E**
14. Maintain an appropriate level of office and ASC supplies and order forms and other office supplies as necessary; order software for computer assisted instruction as related by the ASC faculty.
15. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Modern office practices, procedures and equipment; academic Skills Center procedures; College and State regulations; telephone techniques and etiquette; record-keeping techniques including student worker paysheets; operation of office and ASC machines including computer equipment and applicable software including word processing, spreadsheets and email; correct English usage, grammar, spelling, punctuation and vocabulary; in English including oral and written communication skills. Interpersonal skills using tact, patience and courtesy including interacting with a very diverse student population; policies and objectives of assigned activities.

Ability to: Plan and perform complex secretarial and public contact work in support of the ASC Coordinator and the ASC staff; plan and organize work. Perform and coordinate office, secretarial and clerical work involving independent judgment and requiring accuracy and speed; read, interpret and explain rules regulations, policies and procedures; evaluate and recommend improvements to systems, procedures and methods; work confidentially with discretion; meet schedules and time lines; maintain logs, reports and records; interact with large numbers of students from a diverse population in both English; answer telephones and greet the public courteously; determine appropriate action within clearly defined guidelines; operate a variety of office machines including a computer and applicable software including word processing, spreadsheets, and email; communicate effectively both orally and in writing; maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; understand and follow oral and written instructions; sit for extended periods of time. Bend at the waist, kneel or crouch.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and three (3) years of increasingly responsible office secretarial or administrative office support experience including some public contact.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions