

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SPECIAL SERVICES ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide academic and career advisement to Special Services students; assist students in obtaining academic, career and personal goals; maintain related student records and reports.

REPRESENTATIVE DUTIES:

Provide academic and career advisement to assigned Special Service students; assist students in obtaining academic, career and personal goals. *E*

Meet with students to discuss goals and needs; monitor student progress; review individual academic progress with students; monitor student grades and attendance records; maintain and update information in student files and individual caseloads. *E*

Assist students with designing appropriate class schedules and with the class registration process; refer students to other departments as necessary. *E*

Interact with students in a variety of situations; respond appropriately to needs of students; contact crisis intervention staff members for immediate counseling. *E*

Coordinate and administer career inventories; monitor career testing process; inform counselor and students of monitoring data; follow-up on determined action. *E*

Attend and participate in partner and case load meetings; assist in the facilitation of group support classes and workshops. *E*

Communicate with other departments and outside organizations to exchange information and coordinate activities. *E*

Assist Special Services counselors in the instruction of Master Student classes. *E*

Compose a variety of correspondence including letters, caseload reports and drop forms.

Distribute bus passes and parking permits to students and visitors.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Rules, regulations, requirements and restrictions related to an assigned student services program.

Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Modern office practices, procedures and equipment.

Correct English usage, grammar, spelling, punctuation and vocabulary.

District organization, operations, policies and objectives.

Interpersonal skills using tact, patience and courtesy.

Record keeping techniques.

Methods of training and providing work direction to assigned staff.

ABILITY TO:

Provide assistance to students requiring a variety of counseling services.

Assess student needs and develop viable plans and alternatives.

Work confidentially with discretion.

Maintain records and prepare reports.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Train and provide work direction to assigned staff.

Analyze situations accurately and adopt an effective course of action.

Understand and work within scope of authority.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work in counseling or a related field and two years of related experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent |
| 2. | Occasional = 25-50 percent | 4. | Very Frequent = 76 percent and above |

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| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>2</u> | b. | Ability to stand for extended periods of time. |
| <u>4</u> | c. | Ability to sit for extended periods of time. |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter. |
| <u>4</u> | e. | Ability to hear and understand speech at normal levels. |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |

- 1 g. Ability to bend and twist.
- 1 h. Ability to lift 10 lbs.
- 1 i. Ability to carry 10 lbs.
- 3 j. Ability to operate office equipment.
- 1 k. Ability to reach in all directions.

HAZARDS:

Contact with dissatisfied or abusive individuals.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.