

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES ASSISTANT – Parking Control

BASIC FUNCTION:

Under direction of an assigned supervisor, assist in organizing, coordinating and overseeing day-to-day operations of the Parking Control Office to assure timely and efficient services to students; provide information and assistance to students, faculty and staff concerning counseling services, schedules and appointments.

REPRESENTATIVE DUTIES:

Assist in day-to-day operations of the Parking Control Office and recommend operational changes as appropriate to assure timely and efficient assistance to students; open, close and secure the Office according to assigned schedules.

Provide information and assistance to students, staff and the public regarding parking control; explain District policies, procedures, rules, regulations and applicable program requirements.

Assist Parking Control staff by performing a variety of clerical duties such as entering data in computer equipment, typing and generating reports and maintaining records.

Refer students to other student services areas as appropriate; provide general assistance and information concerning District services and programs established to assist students in achieving academic success.

Answer telephones using a multi-line console; take messages and transfer callers to appropriate District personnel and offices.

Input citations and vehicle registration forms; record contact with students; generate comprehensive reports related to parking control and services provided.

Prepare and type a variety of records, reports, documentation, forms, correspondence and other materials; maintain confidentiality of a variety of sensitive materials and information.

Train and provide work direction to parking attendants; interview and select student workers, assign and review work, and develop work schedules to ensure adequate staff coverage.

Assist in ordering, storing, inventorying and distributing counseling forms, materials and office supplies.

Operate computer equipment to enter, revise and retrieve data, generate reports and maintain records; operate office machines including computer, computer terminal, software, copier, typewriter and calculator.

Collect and account for fees and other monies received as assigned; type requisitions and process invoices according to established procedures.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Community college counseling services and programs.

Modern office practices, procedures and equipment.

Record keeping methods and techniques.

Basic principles of training and work direction.

Operation of office machines including computer equipment.

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

Telephone techniques and etiquette.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Assist students and staff in the Counseling Center at a community college.

Perform responsible clerical duties in support of counseling activities.

Type at an acceptable rate of speed.

Answer telephones and greet the public courteously.

Maintain records and prepare reports.

Operate office machines including typewriter, copier, calculator and computer equipment.

Learn, apply and explain rules, regulations, policies and procedures related to the counseling function.

Train and provide work direction to student assistants.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school and two years of general clerical and record keeping experience which included public contact and microcomputer operation.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a counter, desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.