

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: STUDENT SERVICES TECHNICIAN - Counseling Services**

#### **BASIC FUNCTION:**

Under direction of an assigned supervisor, perform a variety of responsible and technical duties related to the organization and coordination of day-to-day operations of the Counseling Center; assure timely and efficient services to students; provide information and assistance to students, faculty and staff concerning counseling services, schedules and appointments.

#### **REPRESENTATIVE DUTIES:**

Organize and coordinate day-to-day operations of the Counseling Center and recommend operational changes as appropriate to assure timely and efficient assistance to students; open, close and secure the Center according to assigned schedules.

Provide information and assistance to students, staff and the public regarding counseling services and appointment schedules; explain District policies, procedures, rules, regulations and applicable program requirements.

Provide clerical and technical support services for full-time and part-time counselors, administrators, and counseling support staff by translating and transcribing materials, picking up and delivering reports, correspondence and other items, typing and preparing tables, and participating in special projects.

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

Retrieve, review and file student records for appointments with counselors; assure files are complete and ready for scheduled appointments; obtain transcripts, test scores and other student data; maintain records related to student-counselor contact.

Schedule, reschedule and cancel appointments for students with District, matriculation and part-time counselors; prepare and maintain current appointment schedules for counselors.

Maintain financial records for assigned counseling programs and services; maintain account ledgers and current balances; record expenditures, post bills and process related documentation.

Assure the security and confidentiality of student files and clerical records; check files for accuracy, completeness and proper order.

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

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

Input schedules for District counselors, matriculation counselors, and faculty advisors; record contact with students; generate comprehensive reports related to counseling contacts and services provided.

Prepare and type a variety of records, reports, documentation, forms, correspondence and other materials.

Order store, inventory and distribute 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, dictaphone, typewriter and calculator.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Community college counseling services and programs.
- Customer service and basic public relations techniques.
- Modern office practices, procedures and equipment.
- Principles of training and providing work direction.
- Operation of office machines including computer and transcribing 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:**

- Organize, coordinate and oversee day-to-day activities in the Counseling Center at a community college.
- Perform technical and responsible duties in support of full-time and part-time counselors, administrators and others in the Counseling Center.
- Communicate effectively both orally and in writing.
- Answer telephones and greet the public courteously.
- Maintain records and prepare reports.
- Operate office machines including typewriter, copier, calculator and computer equipment.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Train and provide work direction to student assistants.
- Work confidentially with discretion.
- Meet schedules and timelines.
- Complete work with frequent interruptions.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school supplemented by college coursework in business or related field and three years of clerical experience involving complex records maintenance and public contact, preferably including one year in a community college student services setting.

**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.