

COMPTON COMMUNITY COLLEGE DISTRICT
EL CAMINO COLLEGE COMPTON COMMUNITY EDUCATIONAL CENTER



STUDENT SUCCESS CENTER ASSISTANT

Range 25
FLSA: NON-EXEMPT

DEFINITION

Under general supervision of the Student Success Center(SSC) Coordinator, assists the SSC Coordinator in the coordination of the operation of the Student Success Center; assists in implementing the Center's policies and procedures, and performs a variety of functions which require comprehensive knowledge of the Center's and campus's policies and procedures.

SUPERVISION RECEIVED AND EXERCISED

The Student Success Assistant receives general supervision from the SSC Coordinator. The incumbent oversees the day to day operations of the Center in the absence of the coordinator. The incumbent exercises no supervision of staff but may exercise technical and/or functional direction to Instructional Assistants, hourly staff and student workers.

CLASS CHARACTERISTICS

This classification assists the SSC Coordinator in ensuring that the Center's activities are running properly and that students gain access to the most beneficial learning resources and services. Responsibilities include but are not limited to, collection of timesheets, data collection, maintaining and organizing a filing and record system and preparing a variety of documents and reports as needed. In addition, assists the coordinator with scheduling of tutoring program, Supplemental Instruction and discipline labs. Oversees the training of student workers in the policies and procedures of the Center. Performance of the work requires the use of considerable independence, initiative, and discretion within established Center and campus guidelines. This class is distinguished from the SSC Coordinator classification in that the latter oversees the day-to-day operations of the Center. Work hours may vary and will include evening hours.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in coordinating the activities such as Center workshops, orientations and distinct initiatives of the Student Success Center.
- Prepares forms and maintains information and records related to the Center's Teacher Associates, tutors, Supplemental Instruction coaches, and student assistants.
- Generates time cards for all hourly employees of the Center.

- Works with students and faculty to provide access to the instructional resources in the Center and elsewhere on campus that best meet their needs.
- Oversees the preparation of student tracking reports based on student usage of the Center.
- Conducts workshops and tutor training as needed; prepares presentation materials of SSC Center processes and procedures.
- Assists with supervising and interviewing student workers with an Instructional Assistant.
- Orders books and materials for tutor use.
- Assists in developing correspondence and informational materials (e.g., brochures, flyers) for and about the SSC Center.
- Maintains order and discipline in the Center.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
- Proficiency with MS Office, Word, Excel, Access, Publisher and Outlook.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures pertaining to learning assistance centers.
- Departmental practices and procedures and applicable District policies.
- Principles and practices of data collection and report preparation.
- Basic accounting methods, procedures, and terminology.
- Principles of business letter writing, thorough communication skills.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Work with a diverse student population.
- Learn, apply, and explain the Center's resources and services.
- Learn, apply, and explain applicable District policies, rules and regulations related to areas of responsibility.
- Make accurate arithmetic computations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an AA/AS degree or three (3) years of postsecondary transferable coursework from an accredited institution in any discipline preferably in accounting, business, education, technology, or related field and at least two (2) years of experience working in student services, learning centers or discipline labs in a postsecondary institution.

Licenses and Certifications:

Tutoring certification desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard and specialized office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.