



**JULY 2009**  
**FLSA: NON-EXEMPT**

## **INSTRUCTIONAL ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of responsible office support and technical duties in support of an assigned program area or skills center; assists in the assessment of student skills and abilities, and, within set guidelines and procedures, makes recommendations to instructors on appropriate skills practice and/or tutorial exercises that the student should be assigned; assists students with the use of computer and multimedia equipment related to the program, and performs a variety of record-keeping, data entry, report preparation, and program support activities; provides information to students and District staff; assists students with administrative processes, forms, and applications; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned management or supervisory staff. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This class is responsible for providing assistance to instructors and students to reinforce classroom lessons and to assist them in improving in remedial skill areas. The work requires basic knowledge of subject areas applicable to the area of assignment and the ability to provide support to students in an effective and engaging manner. Responsibilities include providing technical assistance to students in the maintenance and use of equipment in the assigned area, as well as to instructors in areas such as assisting with exam proctoring and grading, record-keeping, and maintaining the assigned area in a safe and working order. This class is distinguished from the Laboratory Technician in that the latter requires the knowledge of specialized equipment and materials related to the assigned scientific laboratory.

### **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.*

- Performs technical administrative support duties for an assigned subject matter area or skills center by implementing and providing information to students regarding processes, policies, and procedures related to the assigned area.
- Obtains information from students to be used by others to determine knowledge and skill level of each student; refers students with mental and physical disabilities to programs and services that can better attend to their specific needs.
- Oversees the operations of one or more instructional laboratories, including setting up and maintaining equipment of assigned laboratories.

- As directed, schedules a variety of test programs utilized in academic achievement, vocational, or remedial skills assessments; provides input in the evaluation of test instruments; and maintains records of individual and group test results.
- Prepares and issues materials and equipment for student use; maintains records of materials and equipment used by students.
- Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Monitors student attendance based on posted laboratory schedule; maintains files for each student, and informs instructors of daily progress in the practice laboratory; maintains and updates student files for each program; and schedules students for additional individual help sessions as required.
- Assists students with various campus administrative processes and information, such as financial aid, class schedules, class registration, unofficial transcripts, and setting up of accounts; assists students with the completion of forms and applications.
- Maintains laboratory environment in a safe, clean, and orderly condition.
- Orders, receives, and stores supplies, materials, and equipment; maintains inventories, assuring that adequate quantities are available for instructional use.
- Adjusts, maintains, and performs minor repair to equipment; reports major repair needs or arranges for repairs according to established procedures.
- Prepares and maintains various records and reports related to operations and activities of assigned area as required.
- Assists in the coordination of the use of lab facilities, assuring the availability of appropriate supplies and equipment.
- Trains and provides work direction to student workers as assigned.
- Operates a variety of equipment related to the specialized area of assignment.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, procedures, and equipment of assigned subject area.
- Tutorial techniques for remedial or slow students.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Principles and practices of providing work direction and training.
- Record keeping principles and procedures.
- Modern office administrative practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
- 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:**

- Provide instructional assistance and technical advice to students on the availability and uses of instructional materials and equipment.
- Provide information and assistance to students and staff.
- Assure the care and security of assigned equipment, materials and supplies.
- Set up, service, adjust, and make minor repairs to lab equipment.

- Issue and receive equipment and supplies.
- Understand and follow oral and written directions.
- Maintain records and prepare reports.
- Learn, interpret, and apply Federal, State, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
- Operate modern office equipment, including computer equipment, copiers, printers, software programs, and cash register.
- Organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- 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 an Associate's Degree with coursework in the assigned area of specialization and one (1) year of experience providing tutoring assistance to students in an area of specialization.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires frequent standing in and walking between work areas. 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 frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and some direct exposure to hazardous physical and/or chemical substances and materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.