

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SUPPORT ASSISTANT

BASIC FUNCTION:

Under the direction of the Vice President for Academic Services, perform a variety of complex and technical secretarial duties in support of Academic Services; prepare, maintain, record and process specialized information in assigned functional areas, including evening college activities. Serve as a liaison between other academic and support staff, students, other college representatives and the public.

REPRESENTATIVE DUTIES:

Perform a variety of specialized duties related to assigned Academic Services functions.

Provide clerical support and assistance for faculty and administrators.

Maintain current knowledge of regulations, laws and policies and procedures related to assigned functional areas.

Establish and maintain positive staff and public relations; receive telephone calls and greet office visitors; serve as a resource regarding assigned areas; provide procedural guidance and assistance as needed, assuring compliance with state, federal, and local regulations as well as District policies; maintain appropriate confidentiality of records and information.

Serve as a liaison between/among instructional areas and various college services to accomplish tasks and resolve procedural and/or documentation problems.

Assist in entering, proofing, and revising master class schedules for the college, and distributing updated copies to appropriate offices for review and editing.

Organize and prepare records for electronic recordkeeping and storage according to established policies and procedures; maintain logs related to records stored and destroyed.

Receive, maintain and process completed grade rosters for all courses including external campus classes.

Develop and maintain specialized records related to all faculty absences and substitutions, and adjunct faculty evaluations.

Complete, review and process a variety of forms according to established guidelines; develop and revise forms.

Complete special assignments and projects as requested by the Vice President's Administrative Assistant; provide assistance to assure efficient office operations.

In the absence of division office staff, receive verbal and telephone absence requests for academic or classified staff, take roll for absent instructors and post notices for students when needed.

Receive, sort, screen and distribute U.S. and inter-district mail; set up and maintain adjunct faculty mailboxes.

Compose, type, format, proofread, revise, generate, duplicate and distribute correspondence, reports, lists, summaries, forms, requisitions and other items to college offices, public agencies, or other appropriate recipients, independently or from oral instructions.

Assure proper operation of computers and other office equipment, and request service and repairs as needed; organize and maintain Academic Services common areas including adjunct faculty workstation and conference room.

Order, receive, and maintain office supplies, including forms, publications and equipment.

Arrange and attend meetings and conferences as assigned; prepare agendas and background materials, as assigned. Make travel and lodging arrangements and process required documentation as assigned.

Operate a variety of office machines including typewriter, computer, printer, calculator, copier and others; enter computer data and maintain comprehensive records.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Modern office practices, procedures and equipment, including receptionist and telephone techniques and etiquette.

Letter and report writing.

Research methods and techniques.

Electronic telephone systems.

Oral and written communication skills.

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

Interpersonal skills using tact, patience and courtesy.

Perform basic math functions quickly and accurately.

Recordkeeping methods and data entry skills

ABILITY TO:

Perform complex and technical secretarial duties in support of Academic Services activities.

Plan, organize and schedule work in order to meet schedules and timelines effectively.

Learn department and program objectives and goals.

Read, interpret, apply and explain college policies, procedures and regulations, directives and reports.

Communicate effectively both orally and in writing.

Compile information and compose routine reports and business correspondence using correct English, grammar, spelling, punctuation and vocabulary.

Perform multiple projects concurrently and meet fluctuating deadlines.

Effectively present information in person and on the telephone.

Operate a microcomputer with electronic mail, scheduling, word processing, database management and spreadsheet software.

Operate office equipment such as a typewriter, copier, calculator, electronic telephone system, voice mail and facsimile machine.

Type, format, proofread, duplicate and distribute documents and other written materials.

Add, subtract, multiply and divide quickly and accurately.

Scan records for electronic recordkeeping and storage according to established policies and procedures.

Work effectively and independently with little direction and minimal supervision.

Perform assigned work with speed and accuracy.

Establish and maintain cooperative and effective working relationships with others.

Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact diplomacy and courtesy.

Work confidentially and with discretion.

Prepare and maintain accurate records.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school including or supplemented by course work in business or office practices and six years of increasingly responsible clerical experience, or two years of increasingly responsible secretarial experience, involving the operation of microcomputers using word processing, spreadsheet and data base management applications software.

WORKING CONDITIONS: Work is typically performed in a community college instructional office environment subject to continual interruptions. The work environment is sometimes noisy.

PHYSICAL DEMANDS: Employees in this class regularly sit for long periods of time, 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; hear and understand voices over telephone and in person, see to read fine print and operate office machines, and lift, carry and/or move objects weighing up to 10 pounds. Incumbents may travel to other campus locations to attend meetings or to pick up or deliver material.