

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES REPRESENTATIVE

BASIC FUNCTION:

Under direction of the Dean of External Campus, receive and process admissions applications and fees for External Campus and main campus classes according to established policies and procedures; assist students in completing required forms; perform various clerical duties in support of External Campus operations.

REPRESENTATIVE DUTIES:

Travel to various community locations to register students for External Campus classes; explain registration and enrollment procedures; collect and post enrollment fees, prepare deposits and maintain related records.

Assist students at the counter and at community locations in completing required forms; explain registration procedures and regulations; contact students as needed to follow up on incomplete registration forms; translate for limited- and non-English speaking students.

Organize and set up registration areas; assure adequate supply of packets and forms; provide information and refer students to other District personnel and offices as appropriate; distribute, accept and process add/drop forms and related materials.

Prepare and maintain physical files and computer records; enter, update and revise information as needed; generate required lists and records.

Communicate with District personnel to coordinate registration activities and exchange information.

Prepare and distribute attendance, grade record and rosters for instructors; provide assistance in completion of required forms and reports; accept and process final graded rosters; maintain a current and accurate schedule of classes.

Train and provide work direction to student assistants as assigned; select and assign work to temporary registration staff.

Operate a variety of office equipment including microcomputer, calculator, computer terminal, copier, typewriter and scanner.

Perform a variety of clerical duties related to External Campus operations including typing, filing, duplications, answering telephones and scanning.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Registration procedures for main and External Campus classes.
- Oral and written communication skills in both English and Spanish.
- Operation of a computer terminal and data entry techniques.
- Modern office practices, procedures and equipment.
- Financial and statistical record-keeping techniques.
- Principles of training and providing work direction.
- Telephone techniques and etiquette.

ABILITY TO:

- Register students in the office and in various community locations for External Campus and main campus classes.
- Assist students to assure proper completion of registration forms.
- Drive to various community locations to register and assist students and collect fees.
- Operate a computer to enter and revise data, maintain records and generate reports.
- Type at an acceptable rate of speed.
- Train and provide work direction to student workers.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively in Spanish and English.
- Apply and explain registration procedures, regulations and requirements.
- Meet schedules and timelines.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school and two years of responsible clerical experience involving public contact.

LICENSE AND OTHER REQUIREMENTS: Valid California driver's license.

WORKING CONDITIONS: Duties are primarily performed in a external campus environment, away from the main campus, while seated at a desk, computer terminal or counter. Incumbents are subject to extensive contact with students and staff, constant interruptions, noise from talking or office equipment and demanding timelines. Must frequently travel to community locations to register students for external campus classes.

PHYSICAL DEMANDS: Incumbents regularly 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.