IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SUPPORT SPECIALIST

BASIC FUNCTION:

Under general supervision from the Area Administrator or assigned supervisor, perform a variety of highly responsible, complex, sensitive, technical and clerical duties to ensure the effective operations of Academic Services or assigned area; prepare, maintain, record and process specialized information in assigned functional area, including but not limited, to the coordination, preparation, and update of the schedule.

ESSENTIAL FUNCTIONS:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties or different duties from those set forth below to address business needs and changing business practices.

Perform a variety of specialized duties related to assigned Academic Services functions such as coordination and preparation of schedule; processing grade rosters; assist in updating and maintaining college catalog data; complete and generate other specialized reports and projects as required by Area Administrator.

Coordinate the college class schedule process (i.e. develops and review schedule, data input, quality control, auditing data, proofreading, print draft documents, resolve conflicts, communicate with departments, distribution, etc.)

Serve as a resource regarding assigned area; provide procedural assistance as needed; keep abreast of changes in compliance regulations related to assigned area; provide training and workshops as required; attend and participate in assigned committees. Work in partnership with IT to troubleshoot and advise on technical problems related to computer scheduling and catalog applications.

Research, analyze, and evaluate a variety of subjects and data; maintain appropriate confidentiality of records and information; use independent judgment to develop and provide recommendations; prepare statistical reports for scheduling management control and/or assigned projects.

Compose correspondence and memoranda independently; distribute written materials in accordance with established procedures; coordinate communications; file and maintain records; prioritize work assignments; schedule appointments; arrange travel accommodations; other clerical duties as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

KNOWLEDGE OF:

Administration and functions of community colleges, State Chancellor's Office and pertinent federal, state and local laws, codes, and regulations.

Office procedures, methods, and equipment including computers and applicable software applications, such as word processing, spreadsheets, and databases, and desktop publishing software.

Principles of business letter writing and basic report preparation.

Record keeping procedures.

Interpersonal skills using tact, patience, and courtesy.

Research methods and techniques

Principles and practices of training.

Proper English usage, spelling, grammar and punctuation.

ABILITIES TO:

Work independently and with minimal supervision.

Prioritize work assignments to meet timelines; complete work with many interruptions.

Research, coordinate, organize and analyze a wide variety of materials from different sources.

Perform responsible and difficult work involving complex arithmetic and statistical computations.

Analyze data accurately and adopt an effective course of action.

Maintain records and prepare reports, handouts, spreadsheets, and exhibits.

Read, interpret, apply and explain Federal, State, College and Department policies, procedures and regulations (i.e. Education Code, Title 5, and Students Attendance Manual).

Operate office equipment including computers and supporting word processing.

Learn new skills and work in a fast changing environment; adapt to changing technologies and learn functionality of new equipment and systems.

Work with and exhibit sensitivity to the diverse population of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school supplemented by two years of college coursework in business administration or related field; Associate degree or higher preferred;

and

Three years of experience performing duties as outlined in the essential functions or closely related duties.

WORKING CONDITIONS:

Duties are primarily performed in an office environment at a desk or computer terminal; incumbents are subject to frequent interruptions and contact in person and on the telephone.

PHYSICAL DEMANDS:

Must 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, see clearly to read and interpret information, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over telephone and in person, and regularly lift, carry and / or move objects weighing up to 10 pounds. Occasionally must travel to other offices or campus locations to attend meetings or to pick up or deliver materials.