

# JOB DESCRIPTION



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**Position Title:** Office Assistant – Counseling and Advising

**Department:** Student Services

**Employment Category:** Classified Staff

**Primary Location:** Douglas Campus

**FLSA Classification:** Non-exempt

**Remote Work Eligible:** No

**Parameters:** 40 hours/week; 12 months/year    **Pay Grade:** CS07

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**Position Summary:** The Office Assistant for Counseling and Advising is responsible for performing a variety of administrative and office support duties, which includes providing support to faculty, staff, and students; inputting student information into the department data base and maintaining front desk traffic and inquiry data; scheduling appointments for students and staff; greeting prospective and current students to help students navigate the college application and registration processes; supports new student onboarding programs.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Performs exceptional customer services to students, employees, and the public; serves as department receptionist, responds to calls and routes as appropriate, greets visitors and directs as required

Prepares documents, letters, forms, and technical materials in support of department programs; corrects grammatical, punctuation and spelling errors; gathers information and prepares letters, reports or memoranda in response to general issues related to the department; prepares reports for internal and external use

Organizes, establishes, and maintains record-keeping systems for the department, including correspondence, documents, materials and records; records or logs information; follows up on missing or incomplete information; assembles, researches, and summarizes information from a variety of sources as assigned; compiles data; prepares statistics, special or recurring reports as directed

Provides clerical and organizational support to department staff through maintenance and tracking of information, performing data entry and verification, processing mail and correspondence, compiling periodic reports, maintaining a calendar of department activities, performing routing, copying and filing, maintaining office supplies inventory

Assists in the oversight of office operations; maintains detailed office procedures and recommends changes to procedures in an effort to enhance efficiency and effectiveness

Assists in the management of department budgets; prepares purchase requisitions, processes purchase orders, purchase cards documents, invoices, etc. and prepares periodic reports as directed; makes recommendations or conducts analysis of budget status; initiates supply or work order requests; handles personnel or other administrative forms for department

Assists with special projects; including researches, gathers and compiles information; prepares routine reports as necessary and yearly commencement

Performs other related duties as assigned

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**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education

Two years related experience

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

**Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identifies solutions, and takes appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Director of Counseling and Advising

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.