

## **SUPPORT SERVICES ASSISTANT**

### **CLASS SUMMARY**

Under general supervision, provides responsible support involving the coordination of diverse functions into a cohesive program or service; edit and update college catalog; compile and maintain curriculum database, class schedule; required to exercise some independent judgment; assumes and performs related duties and responsibilities as required.

### **REPRESENTATIVE DUTIES**

Coordinate, organize, edit and maintain college catalog, curriculum database and class schedules; provides data entry of courses into software programs; assists supervisor in reporting and research activities; review and verify state and district curriculum policies and procedures related to the curriculum processes; reviews and processes a variety of documents and records relating to assigned function; prepares agendas, calendars, reports, correspondence, and statistical records; ensures required approvals and proper processing of preliminary and final documents; coordinates scheduling with District support systems; may lead and coordinate the work of clerical assistants.

### **ORGANIZATIONAL RELATIONSHIPS**

This class reports to designated manager/administrator, may be responsible for determining work flow to lower grade positions or for resolving factual or procedural questions.

### **DESIRABLE QUALIFICATION GUIDE**

#### **Training and Experience**

High School diploma or GED and any combination of training, education and/or experience equivalent to 3 years of progressively responsible experience in complex support to management involving some independent responsibility.

#### **Knowledge and Abilities**

Good Knowledge of: The principles of record keeping and the ability to devise record keeping and reporting systems; college and district policies for support area assigned; support systems (e.g., scheduling, print shop, media services, computer center); various reports and statistics required by the college and state; information technology procedures, terminology and operations; procedures for programs and course approval; office methods, procedures and equipment, including automated equipment; basic research and data collection methods.

**SUPPORT SERVICES ASSISTANT cont'd**

Ability to: coordinate and organize a wide variety of material from many different sources; plan, organize and complete assignments with a minimum of supervisory direction; plan and organize work to meet deadlines; perform technical work in assigned areas including operation of automated equipment; work cooperatively with a variety of people in all levels of responsibility and authority.

Skills: Must complete keyboarding, clerical (filing names) and software skill evaluation.