

Student Services Assistant, Categorical, (Two (2) or More Positions)

South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=254346>

Downloaded On: Mar. 12, 2025 10:38pm

Posted Mar. 12, 2025, set to expire Jan. 28, 2026

Job Title Student Services Assistant, Categorical, (Two (2) or More Positions)

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Mar. 12, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Student Services

Job Website <https://www.schooljobs.com/careers/socccd/jobs/4866331/student-services-assistant-categorical-two-2-or-more-positions>

Apply By Email

Job Description

Application Instructions:

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.
- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of

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birth, pictures, etc.) on your application or attached documents.

- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.
- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
- For job postings requiring professional references, include at least three (3) professional references from the following categories:

1. Current department chair(s) (for faculty) or supervisor(s);
2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

Description

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.



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SUMMARY DESCRIPTION

Under general supervision by the appropriate level Manager or Administrator, serves as the initial point-of-contact for Admissions and Records, Financial Aid, and other student support programs and services. Provides information and assistance to students, parents, and the public in completing applications, forms, and documents; ensures student records are updated in a timely manner and that student files contain all required documentation for higher level staff to review and make decisions on; performs a variety of administrative office support duties of a general or specialized nature.

REPRESENTATIVE DUTIES

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 or different duties from those set forth below to address business needs and changing business practices.

Performs a variety of clerical and technical duties in support of Student Services programs, including Admissions and Records, Financial Aid, and other student support programs and services.

Serves as initial contact for assigned area; provides a high level of customer service; greets and assists students, faculty, staff, and the general public; responds to routine questions and requests for information from a variety of sources; provides documents, forms, applications, materials, and other information in response to requests for information; conveys messages; refers students and visitors to appropriate faculty, staff, resources, or services for further assistance as needed; communicates information where tact, judgment, and knowledge of policies and procedures are required.

Provides technical assistance and information regarding Financial Aid, Admissions and Records, and other student support programs and services; assists others with navigating through appropriate websites and applications; assists students with registration as well as understanding



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and completing various types of applications, forms, and other documents; explains policies, procedures, special requirements, restrictions, and supporting documentation needed; provides information regarding eligibility requirements; verifies student application status; explains deadlines and disbursement dates; refers students to other departments or agencies as necessary to obtain required documentation; completes housing and agency verifications.

Collects, compiles, and maintains information related to area of assignment; performs data entry into computer databases; researches and resolves discrepancies in data, referring complex situations to higher-level staff.

Reviews materials, applications, records, files, and reports for completeness, accuracy, and compliance with established regulations and procedures; processes, scans, and inputs student documents into a document imaging management system; organizes and maintains filing systems.

Assists students in understanding the relationship between financial aid awards and course load, grades, and other student achievement factors; assists with monitoring student compliance with program requirements; assists higher-level staff on specific programs as assigned.

Operates a variety of office equipment and machines; learns to use modern technology as necessary to perform duties; utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; utilizes various computer applications and software packages.

Types, word processes, and proofreads a variety of documents and forms including general correspondence, agendas, reports, and memoranda; disseminates information as appropriate; utilizes various computer applications and software packages; prepares and generates reports.

May assist in preparing a variety of documents for publications and marketing pieces including brochures, flyers, event programs, and related materials; orders brochures, applications, and forms as necessary; receives, sorts, and delivers materials.

Assists in maintaining office supplies and resources; assures proper functioning of office equipment; maintains adequate inventory levels of supplies and equipment.

Attends a variety of meetings, workshops, conferences, presentations, and training sessions as required; maintains compliance with mandatory trainings and certifications (i.e., FERPA, etc.) as



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directed by supervisor; attends and participates in diversity, equity and inclusion trainings and events.

Participates in the planning of, and attends, various events and activities targeted at new or returning students and/or potential students; may represent the College at on- and off-campus meetings, conferences, community events, and high school career and college fairs; assists in the distribution of promotional and marketing materials.

Maintains departmental area(s) in a safe, clean, and orderly environment; assures compliance with established safety procedures and regulations; seeks to resolve any disruptive behavior; refers unresolved problems to supervisor; may call Campus Police in emergency situations.

Maintains current knowledge and stays up to date on program requirements and changes to services and options for students by attending and participating in trainings, workshops, and conferences and learning new state and federal laws, rules, and regulations pertaining to the area of assignment; participates in the development of new/revised procedures to accommodate changes; maintains working knowledge of standard operating procedures within the area of assignment.

Uses District, College, State, and Federal regulations, policies, and procedures to provide accurate information and services to students and others; abides by all confidentiality practices required by department, state, and federal policies, laws, rules, and regulations, including FERPA and ADA.

Participates in updating the departmental website, as required.

Establishes and maintains cooperative working relationships with students, staff, and faculty, as well as various outside groups to ensure efficient, effective, and correct implementation of departmental objectives; serves as liaison, and assists with the coordination of services, functions, and activities with other College/District departments, including those at off-site locations; facilitates communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interacts and relays information, questions, and decisions regarding area of assignment.



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Assists in coordinating the efforts of the assigned office with other departments and student services.

Provides training, mentoring, and work direction to assigned student workers and lower-level staff; reviews and validates completed work for accuracy.

Performs related duties as required.

QUALIFICATIONS

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:

Methods and standards used in processing paperwork within student services.

Student Services resources available to students, including Financial Aid.

Current office practices, procedures, methods, and computer equipment, software, and applications related to the work, including word processing, desktop publishing, spreadsheets, and databases.

Principles and practices used to establish and maintain files and information retrieval systems; basic principles and procedures of business letter writing and report preparation.

Work organization principles and practices.

Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.

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Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Techniques for providing a high level of customer service including methods and techniques of proper telephone etiquette.

Interpersonal skills using tact, patience, and courtesy.

Techniques to facilitate effective interaction with people on an individual or group basis.

Pertinent federal, state, and local laws, codes, and regulations, including FERPA and the Americans with Disabilities Act; confidentiality requirements when dealing with personal and sensitive student information; legal requirements related to area of assignment.

Principles and techniques used in public relations.

Goals and objectives of the assigned project or program area.

Information and research resources available related to areas of assignment.

Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.

Operational characteristics, services, and activities of the functions, programs, and operations of the area of assignment.

Philosophy, goals, and objectives of the assigned area; eligibility requirements; activities, operations, rules, regulations, requirements, and restrictions related to area of assignment; terminology, techniques, equipment, materials, principles, theories, practices, and procedures related to the assigned area.

Occupational hazards and standard safety policies and procedures.

College administrative services and financial aid programs; District and College organization, operations, policies, and objectives.

Principles and practices of providing training and guidance to temporary staff and student



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workers.

Ability to:

Assist students in locating appropriate resources; provide assistance to students on matters related to Student Services programs.

Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.

Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively.

Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.

Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; effectively present information in person or on the telephone to students, staff, or the public; provide excellent customer service.

Perform a variety of office support and clerical duties and activities of in support of the assigned area; operate office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare documentation, reports, and other written materials.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Work effectively under pressure with frequent interruptions and a high degree of public contact on

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a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.

Exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.

Provide training and work direction to assigned temporary and student staff.

Effectively utilize computer applications and equipment in the performance of duties; adapt to changing technologies and learn functionality of new equipment and systems.

Report to work on a regular and consistent basis, as scheduled, to assigned job.

Work some evening/weekend shifts as required.

Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.

Participate in trainings and meetings on-site and off-site as required.

EDUCATION AND EXPERIENCE GUIDELINES:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade. Completion of college level course work in business administration, social sciences, or a related field is highly desirable.



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Experience:

Two years of specialized clerical or office experience preferably involving extensive public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office setting, typically at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, staff, and others.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and may occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.



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Hearing: Hear in the normal audio range with or without correction.

Supplemental Information

C.A.R.E. (Community Allocated Resources for Everyone) Corner is an on-campus Basic Needs Center for all students to secure their food, clothing, wellness and financial needs. The Basic Needs Center is committed to providing reliable resources, support, and advocacy to students facing food, housing and financial insecurity. We aim to connect students with essential resources to overcome financial hardship, support their academic success and create a secure foundation for their future.

The Basic Needs Center receives over 30,000 visitors per year, with utilization of services increasing exponentially each year. These positions serve students through the food pantry, clothing closet, emergency grants, and case management through resource connection. Successful candidates will assist students through stellar customer service, work under constant interruptions utilizing time management skills, and offer high organizational skills to streamline services.

The College is hiring two positions. One position will operate the food pantry, and the second position will operate the clothing closet and emergency grants.

Employment in these positions is contingent upon funding from: **Basic Needs**

Range **118** of the CSEA Salary Schedule

Work Schedule: **Monday - Friday (8:00 AM - 5:00 PM)**- Schedule and shift are subject to change in accordance with the department's needs.

Hours per Week: **40**



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Months per Year: **12**

Required Documents: **Resume and Cover letter**

Applications received without the required documents will not be considered.

Special COVID-19 Notice:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during offsite work.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, managers, and the communities it serves. More information can be found on the SOCCCD website by visiting <https://www.socccd.edu/communications/covid-19-information>.

Notice to all Candidates for Employment:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The SOCCCD will not sponsor any visa applications.

California Public Employees Retirement System and California State Teachers Retirement System:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.



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Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

Disability Accommodations:

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to hrrinfodesk@socccd.edu.

Attendance Requirement:

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

Campus Crime and Safety Awareness:

Information regarding campus crime and safety awareness can be found at www.ivc.edu or www.saddleback.edu. Paper copies are available in the Human Resources office upon request.

Non-Discrimination Notice:



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The SOCCCD provides access to its services, classes, and programs without regard to national origin, immigration status, religion, age, gender, gender identity, gender expression, race, ethnicity, color, medical condition, military and veteran status, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

California Fair Chance Act:

The SOCCCD will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if the SOCCCD is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

Diversity, Equity, Inclusion and Equal Employment Opportunity:

The SOCCCD is committed to creating an academic and work environment that fosters diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO) for all, and ensures that students, faculty, staff, and managers of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes the SOCCCD a unique and special place for individuals of all backgrounds.

The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join the SOCCCD, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, managers, and community partners. In deciding whether to apply for a position at the SOCCCD,



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you are strongly encouraged to consider whether your values align with the SOCCCD's mission and goals for DEI and EEO.

THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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