

Counseling Office Assistant
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=268767>

Downloaded On: Dec. 4, 2025 12:40pm

Posted Dec. 4, 2025, set to expire Mar. 27, 2026

Job Title Counseling Office Assistant

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Dec. 4, 2025

Application Open until filled

Deadline

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Counseling Services
Administrative Support/Services

Job Website <https://www.schooljobs.com/careers/socccd/jobs/5153948/counseling-office-assistant>

Apply By Email

Job Description

SUMMARY DESCRIPTION

Under general supervision from assigned supervisory or management staff, performs a variety of specialized office support and clerical duties in support of assigned counseling office activities; screens and assesses student counseling needs and schedules appointments with appropriate counselors; and maintains a variety of records and files and generates a variety of statistics and reports.

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DISTINGUISHING CHARACTERISTICS

This is the journey level class within the Counseling Office Assistant series. Employees within this class are distinguished from the Senior Counseling Office Assistant in that the latter assumes responsibility for coordinating front office activities, serving as the office supervisor during morning hours, managing the scheduling and reporting system, coordinating counselors' schedules, and serving as the primary contact person for problems and issues related to the automated counseling scheduling and reporting system. Employees at the Counseling Office Assistant level are fully aware of the operating procedures and policies of the work unit.

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.

Serve as receptionist for assigned area; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; convey telephone messages; respond to questions regarding other student services areas and provide information; refer callers to appropriate staff for further assistance as needed.

Perform a variety of support duties related to counseling office activities; provide counter support; screen students to determine if counseling needs are personal or academic; schedule counseling, screening, intake, or psychological appointments with appropriate staff members or refer students to other agencies and departments.

Perform a variety of duties related to counselor calendar and schedule planning; participate in the preparation of permanent schedules at the beginning of each semester and during the summer session; input counselors' schedules and verify schedule for accuracy prior to submittal of schedule; participate in coordinating weekly counselor schedules and monitor scheduling system daily in regards to changes involving student cancellations and appointments, scheduling of new appointments, and counselor emergencies.

Prepare and retrieve files for scheduled appointments; prepare information for counselors including student academic transcripts, current schedule information, and history reports.

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Interact with students in a variety of situations and respond to requests for assistance; contact crisis counselors for immediate counseling as needed.

Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports.

Prepare and generate a variety of reports, records, and statistics related to counseling information, operations, and functions.

Monitor student tracking activities; record attendance; phone students to schedule screening, intakes, accommodations, academic, and/or psychological appointments; send letters to students as required.

Type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft, recordings, or verbal instruction; disseminate information as appropriate.

Perform a variety of general clerical duties in support of office operations; access files and information on computer system; input information and data; copy materials; order office supplies and materials.

Provide matriculation English and math test results; provide information concerning upcoming tests.

Assist in maintaining the automated counseling scheduling and reporting system; troubleshoot problems and report malfunctions and irregularities according to established procedures.

Develop a variety of forms for faculty, staff, and student use; order and maintain supply of forms, applications, brochures, and informational packets.

Assist in coordinating the efforts of the assigned office with other departments and student services; communicate between counseling office and other campus departments.

May provide support to the career center; locate career or college information for students or the public; provide on-line assistance to members of the community who seek demographics regarding particular careers.

Utilize various computer applications and software packages; maintain and generate reports from a database or network system.

Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile

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machine.

Perform 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 techniques used to respond to students with a variety of counseling requests, both office assistance and support duties applicable to a counseling office.

Student services available at a community college.

Confidentiality requirements applicable to office reports and records.

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

Basic principles of business letter writing and basic report preparation.

Principles and practices used to establish and maintain files and information retrieval systems.

Principles, practices, and procedures of record keeping.

Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.

Basic mathematical concepts.

Work organization principles and practices.

English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

Learn and understand the organization and operation of the assigned program area as necessary to

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assume assigned responsibilities.

Learn, understand, interpret, and apply general administrative and office policies and procedures.

Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of the assigned counseling office including screening callers and visitors, scheduling appointments, and maintaining records and information.

Schedule appointments for a large number of individuals in a high-volume setting.

Respond appropriately to the needs and requests and inquiries from students, staff, faculty, or the public; effectively present information in person or on the telephone.

Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records and reports.

Use sound judgment in recognizing scope of authority.

Type or enter data at a speed necessary for successful job performance.

Compile and organize data and information.

Maintain filing systems.

Exercise good judgment in maintaining information, records, and reports.

Plan and organize work to meet schedules and changing deadlines.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

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.

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Communicate clearly and concisely, both orally and in writing.

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

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

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 supplemented by coursework or on-the-job training in clerical and administrative support practices and procedures.

Experience:

Two years of general clerical or office experience preferably involving extensive customer service.

License or Certificate:

A valid California driver's license and proof of insurability may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

Contact Information

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

Contact