



## Job Description

**JOB TITLE:** Instructional Assistant – Student Success and Support Program (SSSP)  
**PAY GRADE:** CL20  
**LAST REVISED:** SEPTEMBER 2014

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction of assigned manager, provide a full range of support to assist Counselors in a variety of specialized duties: assist in outreach/recruitment/retention efforts; provide information to students and perform related duties as required to ensure compliance with District policies and applicable state and federal laws and regulations.

**REPRESENTATIVE DUTIES** - *The following duties are typical for this job 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.*

1. Assists in high school outreach and other public and community related efforts; participates in the development and implementation of appropriate methods and procedures to optimize efficient and effective delivery of services to potential and enrolled students; assists with services to increase access, student retention and success.
2. Performs a variety of specialized duties related to the SSSP requirements regarding services for prospective, new, continuing and returning students; works closely with other departments and staff to ensure smooth implementation of SSSP component activities; communicates SSSP policies, procedures, regulations and other information.
3. Trains, supervises and provides support to student employees; maintains student employee paperwork, and conducts performance evaluations; records and verifies student employee time sheets and coordinates schedules; resolves conflicts between student and/or other temporary help.
4. Provides information and referrals on college programs, policies and procedures; explains program objectives and offerings; assists in the development and coordination of SSSP materials and handouts.
5. Reviews and assesses official transcripts from other educational institutions and verifies acceptable accreditation; calculates student cumulative data and grade point average (GPA), converting data to semester system if prior educational institution operated on a quarter system; assesses transfer curriculum to determine District degree applicability, analyzing comparability and determining if specific courses satisfy graduation requirements or whether to recommend substitution of courses; determines eligibility to use DD214 service record as unit credits.
6. Performs academic records evaluation; evaluates Associate of Arts (AA) and Associate of Science (AS) degree petitions and certificate petitions.



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7. Reviews and evaluates high school transcripts and standardized test results.
8. Completes CSU General Education and IGETC certifications.
9. Provides information to groups of students and/or parents regarding: campus resources, technology services, clubs, policies and procedures, including enrollment, registration, payment, financial aid, educational pathways, support services, and technology services.
10. Refers students to Counselors for educational planning, transfer and career planning, personal and crisis counseling.
11. Provides technical assistance to students in major, college, and scholarship exploration including online computer-aided searches to identify opportunities, resources, application procedures and timelines.
12. Assesses students' current knowledge and information needs to determine the appropriate starting point for using counseling department resources; follows department protocols to refer students to a Counselor as appropriate.
13. Clears prerequisites and registration holds, processes forms and petitions; enters data and maintains up-to-date and accurate records of student activity.
14. Assists in planning, coordinating, implementing, and evaluating SSSP related events, such as fairs, workshops, and other events.
15. Functions as a technical resource for students referred by Counselors and faculty for information and assistance.
16. Provides a wide variety of administrative support, may include but not limited to: composes and types correspondence, schedules meetings, appointments, and room reservations; attends meetings and serves on committees; performs general clerical duties; develops and processes forms; maintains and provides information, resource materials, and information on program activities.
17. 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.*

**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:*



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**Education/Training:** Two years of college with major course work in education, counseling, or a related field.

**Experience:** Two years of experience, supporting counseling, enrollment, and other student services.

**Licenses or Certificate:** Possession of, or ability to obtain, an appropriate, valid driver's license may be required.

**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.

**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 walk, 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; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

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