

# **STUDENT SERVICES ASSOCIATE**

## **Tompkins County**

**Classification:** Competitive

**Labor Grade:** 0

**Approved:** 0

**Revised:** 7/2/2002

**By:** AF, Commissioner of Personnel

### **MINIMUM QUALIFICATIONS: EITHER:**

(a) Graduation from a regionally accredited or New York State registered two year college with an associates degree in secretarial science or a closely related field **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience; **OR**

(b) Graduation from high school, possession of a high school equivalency diploma or possession of an advanced certificate in Business or Secretarial studies **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) working in an office setting; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

### **DISTINGUISHING FEATURES OF THE CLASS:**

An employee in this class is responsible for independently performing complex clerical operations and for relieving related departments of contacts that should properly be made with the Student Service Office. The employee may provide general information and assistance to students and prospective students regarding procedures and communications related, but not limited to: enrollment, admissions, advisement, financial assistance, registration, and processing referrals for specialized counseling. The individual may be asked to assist the Principal in the coordination and operation of special placement program, give out information regarding school policies, practices and plan the routine and calendar of the Student Service Office. The correspondence duties of these employees are distinguished by the fact that most letters and releases of a routine recurring nature are a function of the position. Only unusually important or complicated assignments are checked in detail upon completion. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Maintains contact with various school departments (i.e. administration, health, academics, etc.) related to the functions of the Student Services Office, screening material submitted for compliance with procedures and polices, scheduling appointments, answering a variety of inquiries by telephone and in person.
- Collects information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the office activities.
- Maintains office files and directs the operation of the file system of the office (both manual and computerized).
- Receives and reads all mail addressed to the office; directing it for answers or needed responses to letters, and screening and referring appropriate mail with background materials to the identified individuals.
- Keeps complex records of activities of the office; processes correspondence, memorandum and reports, and other documents using a typewriter, word processor, or personal computer.
- Assists in developing departmental budget and control of it.
- Assists students with information and procedures on registration and course selections including special programming.
- Assists students in registering.
- May assist students in the preparation of transcripts.
- Refers students to faculty, mentors, or career counselors when assistance is needed beyond what the student services associate can provide.
- Facilitates the scheduling of appointments for students needing assistance with other offices and ensures that the student and the referred office understand the reason for the appointment.
- May be asked to track and maintain, compile, print, or monitor progress reports, report cards, and special assignments such as eligibility, honor rolls, and ordering of examination materials.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of general office terminology, procedures and equipment.

Good knowledge of business arithmetic and English.

Good knowledge of the organization, functions, policies and regulations of the school building and district.

Ability to handle routine administrative details independently, including the processing of letters and memoranda.

Ability to plan and coordinate the work of others.

Ability to understand and carry out complex oral and written instructions.

Ability to establish and maintain cooperative relations with the public, including parents and students, school personnel and agencies.

Ability to perform close detail work involving considerable visual effort and strain.

Physical condition commensurate with the demands of the position.

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