

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Counseling Clerk II

BASIC FUNCTION: Under the supervision of the area Dean/Vice President, performs a variety of clerical duties and responsibilities related to assisting counselors and students; maintains student database and files; answers telephone; scans documents.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Performs various clerical and office functions and other related duties as assigned by area supervisor.
2. Schedules testing/orientation/counseling appointments; revises approved counselor calendar adjustment and calendar changes; and answers inquires and makes corrections in Datatel regarding the matriculation process.
3. Answers telephone and walk-in inquires and complaints and provides information pertaining to and explaining regulations and procedures.
4. Schedules testing/orientation/counseling appointments using SARS system; revises approved counselor calendar adjustment and calendar changes; and answers inquiries regarding the matriculation process and updates student records in Datatel.
5. Assists counselors in locating transcripts.
6. Assists with SARS upload, makes corrections, and submits to Associate Vice Chancellor of Student Services and the Department Chair of Counseling.
7. Assists students with registration process.
8. Scans a variety of documents to computer; organizes and maintains official transcripts in scanning/transcript room; and instructs student workers on the process.
9. Maintains statistical data, attendance reports, updates rosters, and provides report data as requested.
10. Coordinates, prioritizes, and organizes work schedules so that there is a good office flow for the Department and student workers.
11. Updates various logs, including Facilities request log; and readmits contract log and daily changes of reason codes in the SARS GRID.
12. Submits printing requests, order supplies, prepares and updates flyers for workshops.
13. Provides work direction to student and hourly paid workers, coordinates work schedules; and reviews log of hours worked for accuracy.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent is required.

EXPERIENCE: One year of generally related clerical work or college business training is required.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Office methods, procedures, and equipment.

ABILITY TO: Spell correctly and use good English; understand and follow oral and written directions; make simple arithmetic computations; index and alphabetize accurately; experience in computer skills, especially in the Windows environment; effective interpersonal communication skills; maintain an effective working relationship with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.