

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Counseling Clerk III

BASIC FUNCTION: Under the supervision of the area Vice President, performs a variety of clerical duties and responsibilities related assisting Counselors and students; coordinating work assignment of classified and hourly staff; administering usage of SARS scheduling software; maintaining student database and files; answering telephones; scanning documents; and performs other related responsibilities as may be assigned. Works with minimal direct supervision.

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

REPRESENTATIVE DUTIES:

1. Organizes the activities of the Counseling Department reception area; hires and fires hourly staff; directs their work schedule; coordinating work assignments of classified and hourly staff; balances work hours; processes time sheets for hourly staff; assigns duties; creates and maintains good working environment for counter staff; and monitors the service provided by staff members.
2. Schedules testing/orientation/counseling appointments; revises approved Counselor calendar adjustment and calendar changes; and answers inquires regarding the matriculation process, prerequisites, and evaluations.
3. Maintains accuracy of SARS grid and makes corrections and adjustments as required; and demonstrates SARS Grid for new staff and counselors as requested.
4. Maintains statistical data, attendance reports, updates rosters, and provides report data as requested.
5. Provides assistance to staff and counselors as required.
6. Responds to telephone, online, and walk-in inquiries from students, faculty and staff.
7. Implements and interprets RCC policies and procedures for staff and students.
8. Provides information and equipment for workshops including power point set up, booklets and materials.
9. Prepares and processes online interest inventory testing for counselors and guidance instructors.
10. Schedules, prepares, and processes classroom visits for basic skills workshops
11. Maintains inventory supply of forms, student handbooks, and office supplies.
12. Participates in District-provided in-service training programs.
13. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
14. Performs other duties, related to the position, as assigned.

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

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

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Office methods, procedures, and equipment; computers, especially in the Windows environment.

ABILITY TO: Spell correctly and use good English; understand and follow oral and written directions; make simple arithmetic computations; index and alphabetize accurately; effectively communicate; 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.

CONTACTS: Co-workers, counselors, other departmental personnel, and students.

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.