

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Counseling Clerk I

BASIC FUNCTION: Under the supervision of the area Vice President/Dean, 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: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. Answers telephone and walk-in inquires and complaints and provides information pertaining to and explaining regulations and procedures.
2. Checks and responds to voice mail, email messages, and written correspondence.
3. Prepares and maintains files where discretion is involved; researches files when necessary.
4. Maintains statistical data; checks and reviews a variety of data for completion and conformance with established regulations and procedures; and prepares variety of reports as directed.
5. Schedules testing/orientation/counseling appointments; revises approved Counselor calendar adjustment and calendar changes; and answers inquires regarding the matriculation process.
6. Accounts for all permanent records and keeps them up to date.
7. Accepts and processes transcript requests; logs in and processes transcripts received from other colleges; accepts and processes high school transcripts; scans a variety of documents to computer.
8. Operates word processing equipment, mainframe screens, and a computerized calendaring program.
9. Checks and responds to voice mail, email messages, and written correspondence.
10. Participates in District-provided in-service training programs.
11. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
12. 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.

CONTACTS: Co-workers, 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.