

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Learning Center Assistant

BASIC FUNCTION: Under the supervision of the area dean, provides assistance and information to visitors, students, faculty, and callers in the learning center; performs varied and complex word processing, and data entry functions.

PROVIDES WORK OR LEAD DIRECTION TO: Short-term employees and/or student workers.

REPRESENTATIVE DUTIES:

1. Provides basic troubleshooting of software and computer malfunctions.
2. Answers phones, receives visitors, gives directions to various college departments on campus and enforces learning center procedures.
3. Performs statistical and data entry and computer software applications related to learning center usage.
4. Distributes forms and flyers related to learning centers.
5. Performs general clerical work.
6. Assists with mail pick up and distribution.
7. Maintains learning center supplies and inventory of center supplies.
8. Sorts and files records and reports.
9. Operates and maintains a variety of office equipment.
10. May assist students with registration for learning center supported classes.
11. May conduct tracking of student hourly timesheets as directed.
12. May monitor and proctor tests in learning center with faculty line of sight supervision.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

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

EXPERIENCE: A mandatory of one year experience in a learning center environment is required. Two additional years of experience is desired.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Modern learning center policy and procedures; principles of good customer service; basic keyboarding functions.

ABILITY TO: Greet and assist people in a consistently friendly, helpful manner; keyboard at a speed of not less than 30 net words per minute.

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, security, students, faculty, other departmental personnel, and the general public.

WORKING CONDITIONS: Normal learning center 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.