

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Tutorial Services Clerk

BASIC FUNCTION: Under the supervision of the area Dean/Associate Dean, creates and maintains a variety of files, types memos, maintains student and classified hourly records, inputs data, assists in assigning work and providing instruction to student and classified hourly employees; assists in payroll when requested, and fills in for Tutorial Services Specialist in their absence.

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

REPRESENTATIVE DUTIES:

1. Creates and maintains student and classified hourly files and prepares agenda materials for tutor orientations and staff meetings.
2. Assists with payroll when requested.
3. Creates and maintains tutor appointment book.
4. Applies knowledge and interpretation of departmental policies, procedures, and department services at front counter and other places when directing students, visitors, and telephone callers to the appropriate offices and/or other departments; fills in for Tutorial Services Specialist in her absence.
5. Schedules, confirms, and cancels appointments.
6. Provides instruction and assistance to student and classified hourly employees in the operation of the Tutorial office and in the use of office equipment; and assists in assigning and monitoring their work.
7. Types and proofreads a variety of correspondence, reports, and letters from handwritten drafts or verbal instructions.
8. Screens student employee hire packet for completeness and accuracy; screen applications for student employee eligibility.
9. Maintains tutor and tutee attendance records; inputs data and retrieves information for semester and fiscal reports; receives and dispatches mail.
10. Operates a variety of office equipment including computer, printer, typewriter, copier, fax, and scanner.
11. Disseminates information pertaining to the Tutorial Services Program through posting of flyers and classroom presentations.
12. Attends a variety of meetings and participates in District provided "in-Service" training programs.
13. Prepares requisitions, work orders; maintains stores and inventory supplies, materials, and equipment.
14. Assists in developing special tutorial programs.
15. Participates in District-provided in-service training programs.
16. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
17. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent. One year of college coursework in business or a related field is desired.

EXPERIENCE: Two years of closely related experience involving extensive public contact in a culturally-diverse environment is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Current office methods, machines and software.

ABILITY TO: Understand and follow oral and written directions; make simple arithmetic computations; explain rules and policies and procedures; index and alphabetize accurately; keyboard at a speed of not less than 40 net words per minute; use good communication and written skills; use correct English usage, grammar, spelling, punctuation, and vocabulary; use interpersonal skills using tact, patience, and courtesy; establish and maintain friendly, cooperative, and effective relationships 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 staff, students, faculty, tutors, and program directors.

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.