

Position Description <https://employment.ohlone.edu/postings/47603>

The ideal candidate for the ELI Student Services Assistant should have:

Experience:

- Spent period of time overseas (living, working, study abroad)
- Experience interacting with international students or businessmen
- Experience/familiarity of cultural issues and adaptation
- Familiar with Intensive English Programs

Skills and Abilities:

- Effective oral and written communications
- Good Problem solving skills
- Basic skills in Technology (Excel, Power Point)
- Familiarity of student immigration regulations
- Attention to Detail

Ideal Candidate Statement

Ohlone prides itself as a Learning College with the motto of “A World of Cultures United in Learning” and we are looking for staff who embrace diversity in serving students with varied backgrounds and learning styles, highly ethical, trustworthy, credible, loyal and is respectful of diverse views and opinions;

The College has a firm commitment to environmental sustainability and looks to all employees to support this important goal.

This is a 100%, 12 month, Classified, (100%) Categorically Funded Position.

This position is funded by categorical funds, and employment at 100% is subject to those funds being available.

Job Description Summary

BASIC FUNCTION:

Under the direction of the designated administrator, perform a variety of administrative duties in support of an assigned student services function, including counseling, transfers and testing; provide customer services at walk-in windows or service counters; input and build semester schedules utilizing an assigned database; schedule and arrange appointments, conferences and meetings as directed.

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Principles, methods and techniques of educational, vocational and career counseling as assigned by the position.

Policies and objectives of assigned programs and activities.

College enrollment processes.

Assigned databases.

Record-keeping and report preparation techniques.

Telephone techniques and etiquette.

Knowledge Skills and Abilities

Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Basic math.

ABILITY TO:

Provide customer services at walk-in windows or service counters.
Input and build semester schedules utilizing an assigned database.
Schedule and arrange appointments, conferences and meetings as directed.
Answer telephones and greet the public courteously.
Learn, interpret, apply and explain applicable laws, codes, rules and regulations.
Maintain records and prepare reports.
Type or input data at an acceptable rate of speed.
Operate a variety of office equipment including a computer and assigned software.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Complete work with many interruptions.
Meet schedules and timelines.
Receive, sort and distribute mail.
Add, subtract, multiply and divide quickly and accurately.

ESSENTIAL DUTIES:

Provide customer services at walk-in windows or service counters; schedule and reschedule appointments; check in students for appointments; clear students from probation or blocks and respond to related inquiries; assist with registering ESL, DSPPS and international students for classes; provide technical assistance regarding software, student schedules and special programs; respond to inquiries regarding time lines and the academic calendar.

Essential Duties Input and build semester schedules utilizing an assigned database as assigned by the position; modify, update and maintain schedules for counselors and other faculty and staff; build orientation and academic standing schedules; provide guidance to students regarding documents required for counseling appointments, probation workshops, petitions and other functions.

Schedule and arrange appointments, conferences and meetings as directed; respond to inquiries and telephone calls and relay messages as appropriate; provide a variety of general information of personnel, students, parents and

the general public related to office, department or program activities, policies and procedures.

Input data into an assigned computer system; maintain automated records; generate computerized lists and reports as requested; review input and output data for accuracy.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Communicate with personnel and outside agencies to exchange information and resolve issues or concerns; read and respond to emails as appropriate.

Schedule and arrange appointments, conferences and meetings as directed; maintain calendars.

OTHER DUTIES:

Perform related duties as assigned.

Any combination equivalent to: a Bachelor's degree and two years general clerical experience.

Education and Experience Areas of study should include any of the following:
TESOL

International Studies or Relations

Communications

Asian Studies

Master's preferred.

-Areas of study should include any of the following:

Preferred TESOL

Qualifications International Studies or Relations

Communications

Asian Studies

Physical Characteristics

Salary Range Salary Range 30: \$41,976 - \$53,573 Annually

Posting Detail Information

Posting Number S081-14

Number of Vacancies 1

Desired Start Date

Position End Date (if temporary)

Open Date 10/11/2017

Close Date 11/01/2017

Open Until Filled No

Foreign Transcripts

Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

HEALTH AND WELFARE BENEFITS *

Benefits Statement

1. Medical, dental, vision, life insurance, EAP and LTD
2. Membership in Public Employees' Retirement System Candidates hired on or after January 1, 2013 are subject to restrictions imposed by PEPRA)
3. Contribution to O.A.S.D.I. (Social Security)
4. Paid vacation
5. Paid sick leave
6. Paid holidays and district-paid floating personal days
7. Summer 4/10 schedule (Fridays off)
8. Longevity pay step increase based on your years of service
9. IRS Section 125 Flexible Medical Spending Plan
10. 457(b) Deferred Compensation Plan (employee contributes)
11. 403(b) Tax Shelter Annuity Plan (employee contributes)

*Benefits will be prorated for positions less than 100%

Immigration Reform & Control Act of 1986

Applicants selected for positions will be required to provide identification and employment eligibility as outlined in the federal "Immigration Reform & Control Act of 1986."

District Statement

A multi-campus single community college district, Ohlone College is located in the southern portion of the San Francisco Bay in California; serving 12,000 students per year. The District has a main campus in the City of Fremont and a newly constructed campus in the City of Newark. Ohlone College is an ethnically diverse institution that promotes innovation and continuous improvement in departments and divisions. The College is named for the native population living in the area when Mission San Jose was founded. The Fremont campus is located just south of the historical Mission. The Newark Campus is located near Interstate 880 and emphasizes programs in health, environment, and technology.

EEO Statement Summary

The District is strongly committed to the principles of equal opportunity and to hiring qualified staff who reflect the diversity of our community. The

District encourages a diverse pool of applicants and does not discriminate on the basis of sex, race, religious creed, color, national origin, ancestry, age (40 or over), medical condition, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, disability, military and veteran status, pregnancy/childbirth/breastfeeding or related medical condition or any other protected basis in any of its policies, practices, or procedures. The college encourages applications from all qualified applicants.

If you have a disability and are in need of special services, equipment, or facilities in order to apply or interview for this opening, please call the Human Resources office at: (510) 659-6088.

Conditions of Employment

Offers of employment are contingent upon Governing Board approval. Employment with Ohlone Community College is not complete or official until applicants meet all pre-employment requirements. All new employees are required to submit official transcripts and proof of freedom from tuberculosis. In addition you will be required to provide identification and employment eligibility as outlined in the federal "Immigration Reform & Control Act of 1986." Pre-employment tests and/or medical examinations may be required. Ohlone Community College does not sponsor H1B visas. Employees must sign the Oath or Affirmation of Allegiance and submit fingerprints for CA Department of Justice clearance.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about this employment opportunity?
 - Public Job Posting
 - Internal Job Posting
 - Agency Referral
 - Advertisement/Publication
 - Personal Referral
 - Website
 - Other
2. * What does it mean to have a commitment to diversity, and how would you apply this commitment as you conduct your Student Services responsibilities?

(Open Ended Question)

Applicant Documents

Required Documents

1. Resume/Curriculum Vitae (PDF Document Only)

2. Cover Letter (PDF Document Only)
3. List of 3 References

Optional Documents