

San Joaquin Valley College
Job Description

Job Title: Administrative Assistant/Registrar-Campus
Department: Administration, Academic Affairs & Student Services
Reports To: Campus Director
Classification: Full-time, Non-exempt

Summary: The Administrative Assistant/Registrar for the Campus performs a variety of administrative support activities of a very responsible, difficult and often confidential nature. As the Campus Administrative Assistant, assists the designated corporate staff person in payroll preparation and human resource responsibilities. Working in conjunction with the Deans, the Registrar is responsible for maintenance of student records. The Registrar assists the Campus Director by analyzing and coordinating office services, such as customer service, records control and special management studies by performing the following duties.

Essential Duties and Responsibilities:

Administrative

- Assists the Campus Director in completing projects, drafts, proposals, budgets and completes word processing of correspondences
- Takes and transcribes minutes of meetings
- Assists employees and corporate staff member in charge of travel arrangements by insuring all required forms are filled out adequately
- Assists with the recruiting, hiring and training processes
- Handles all new hire paperwork, termination or resignation paperwork and employee status changes
- Maintains employee desk files
- Prepares, inputs and submits payroll to corporate
- Tracks and monitors the status of employee evaluations and merit increases
- Inputs all employee status changes, employee evaluations and merit increases
- Assists with the implementation of termination actions
- Acts as an information resource to staff on SJVC policies and procedures, employee benefits and worker's compensation
- Researches and responds to questions regarding SJVC policies and procedures, employee benefits and worker's compensation
- Serves as a member on the Safety Program committee; takes minutes of meetings; participates in safety training; maintains required documentation
- Studies management methods in the Academic Affairs & Student Services departments in order to improve workflow and simplify report procedures.
- Analyzes department operating practices, such as record-keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures.
- Studies methods of improving work measurements or performance standards.
- Coordinates collection and preparation of student record reports, such as attendance records, terminations, enrollments, transfers, leaves of absence, failed courses and statistical records of progress data.
- Reviews and responds to correspondence received by the Registrar's office.
- Directs services, such as student customer service and maintenance of student records.

- Reviews and addresses exceptions on edit reports.
- Facilitates student transfers between schools, programs or majors.
- Prepares request for degree document.
- Serves as liaison to corporate staff to assure accurate scheduling.
- Completes all related duties.
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Academic Records

- Maintains accurate and timely records of students with incomplete grades.
- Schedules failed courses for retake.
- Assures edits to schedules are identified and completed.
- Orders high school and college transcripts.
- Reviews courses for eligible for transfer to SJVC.
- Assures timely and accurate identification of students not maintaining satisfactory progress.
- Calculates GPA and SAP.
- Completes all related duties

Attendance Records

- Maintains accurate and timely tracking of students on leaves of absence.
- Assures timely and accurate identification of students not maintaining satisfactory progress.
- Completes all related duties.

Supervisory Responsibilities: This job may or may not be assigned to supervise student services staff members. The Campus Director determines supervising responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flow and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time.

Technical Skills – Assesses own strengths and weaknesses; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance from both students and employees.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balance team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above

own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; work with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – A Baccalaureate Degree; or five years experience in student records; or equivalent combination of education and experience.

Language Skills – Ability to read and comprehend instructions, correspondence, and memos; ability to write correspondence and memos; ability to effectively present information in one-on-one and group situations to students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed written and oral instructions; ability to deal with problems involving concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and master proprietary software used in student records.

Other Qualifications: Prior experience in records management, educational records, or related experience is mandatory.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to walk. The employee is

occasionally required to stand; climb or balance; stoop, kneel crouch, or crawl; talk and hear. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Admissions Advisor / Administrative Assistant for Dental Hygiene Program
Department: Academic Affairs and Student Services – Dental Hygiene Program
Reports to: Dental Hygiene Site Coordinator for Administrative Duties
Director of Dental Hygiene for Admissions Advisor Duties
Classification: Full-time, Non-exempt

Summary: The Admissions Advisor / Administrative Assistant for the Dental Hygiene Program performs a variety of administrative support activities, report writing, and maintaining updates for the Dental Hygiene Department.

Essential Duties and Responsibilities

- Markets Dental Hygiene Program as needed through school presentations, health fairs, brochures
- Assists prospective students [telephone and email inquiries]
- Enters leads into CLASS system/Campus Vue and DH database
- Develops leads to supplement general marketing when possible
- Schedules meetings and tours with prospective students
- Advises prospective students as to pre-requisite coursework and application process; makes sales presentations to prospective students
- Coordinates and conducts Dental Hygiene Information Fair for prospective students and guests
- Formats and copies information and application packets
- Mails information and application packets to prospective students
- Processes all DH applications
 - Coordinates application process
 - Reviews and analyzes transcripts
 - Calculates GPA's on pre-requisite coursework
 - Schedules interviews and discusses selection outcome with applicants
 - Maintains prospective confidential student files
 - Schedules meetings and arranges facilities as needed
 - Maintains applicants' files and records
 - Refers applicant to financial services
- Coordinate enrollment process and completes enrollment packet
- Assists program coordinator with department orientations
- Assists program coordinator with maintaining student records at local site and maintaining OSHA binder for specific site
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Assists with the development of project plans; assists with the coordination of projects; communicates changes and progress; completes assigned projects on time.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Organizational Support – Follow policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Customer Service – Offers excellent customer service to all applicants; handles difficult or emotional applicant situations; responds promptly to requests for information; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to applicants without interrupting; keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates one-on-one presentation skills.

Teamwork – Balances team and individual goals; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Strategic Thinking – Develops strategies to achieve organizational goals; adapts strategy to changing conditions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets organization's goals; strives to increase and surpass goals.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates Degree preferred; or three years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read and comprehend instructions, correspondence, and memos. Ability to write reports, transcribe minutes; ability to effectively present information in one-on-one and small group situations to employees and students.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, Outlook and the ability to master proprietary software used for student records.

Education and/or Experience – High school diploma required with a minimum of 2 years of successful sales or related work experience.

Language Skills – Ability to read and comprehend simple instructions; short correspondence, and memos; ability to write simple correspondence; ability to affectively present information in one-on-one and small group situations to applicants and employees.

Mathematical Skills – Ability to add and subtract, multiply and divide, calculate percentages and ratios.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual must have knowledge of Microsoft Office, Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Other Qualifications: Must be available evenings for workshops and some weekends for seminars.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Career Services Advisor
Department: Career Services
Reports to: Career Services Manager
Classification: Full-time, Non-exempt

Summary: The Career Services Advisor provides numerous services that assist students and graduates in finding employment.

Essential Duties and Responsibilities:

- Assists students in creating job search strategies and provides oversight to assure active participation
- Maintains timely and accurate computer and manual records
- Conducts job development activities
- Attends new student orientations to discuss employment services
- Meets with instructors to discuss employer needs
- Attends business functions, trade shows and professional organization meetings
- Teaches units of instruction, which help students prepare resumes, look for employment and interview properly
- Attends Advisory Board meetings
- Tracks all certificates and licensures obtained by graduates
- If Applicable:
 - Contacts potential sites for the development of new student externship commitments
 - Coordinates and supervises the externships experience
 - Completes the required documentation for tracking and reporting externship hours and student performance
 - Tracks all medical screening requirements for health division students as required for externship site clearances
 - Notifies the Registrar when students successfully complete their externship course
 - Assesses and analyzes student mastery of course and program learning outcomes
 - Reviews assessment data and adjusts curriculum and instructional methodologies to improve student learning
 - Fulfills all duties enumerated within the Statement of Faculty Responsibilities
 - Ensures timely response to corporate requests and directives
 - Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve services; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills.

Teamwork – Balance team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follow policies and procedures; completes administrative tasks correctly and on time; support organization's goals and values; benefits organization through outside activities.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best-fit situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – An Associates Degree; or three years of job development or placement experience, preferably in an educational setting; or the equivalence of education and experience.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to students, employees and clients.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Facilities Manager/ Network Administrator
Department: Facilities / Purchasing / Information Systems
Reports To: Campus Director
Classification: Full-time, Non-Exempt

Summary: The Facilities Manager/Network Administrator is directly responsible for Facilities management policy oversight and to support and augment general corporate policies, goals and budgetary objectives. Additionally, the position is responsible for the operation, maintenance and repair of the classroom network with technical direction from the Information Systems Department.

Essential Facilities Responsibilities:

- Assists the Director of Purchasing and the Campus Director in preparation of budget needs and annual reports of the College
- Compiles, stores and retrieves management data for the facilities/purchasing department
- Plans materials requirements for all inventory-stocking levels in order to satisfy estimated or forecasted consumption [demand for textbooks, consumable and non-consumable office and lab supplies
- Plans and executes services in maintenance, repairs and supplies planning in order to ensure that all capital equipment is maintained in accordance with product warranty and manufacture's specifications and in order to maximize asset appreciation and equipment life expectancy
- Plans all property maintenance and interval scheduling for respective facility location to ensure that property is maintained in order to maximize asset appreciation and property life expectancy
- Plans and executes janitorial maintenance and interval scheduling to ensure that all equipment is functional and all property is maintained in accordance with product warranty and manufacture's specifications
- Conducts daily administration for SJVC's Request Tracker system for respective campus or facility location
- Delegates goods distribution assignments for all supplies
- Prepares freight shipping by utilization of SJVC / UPS World Ship shipping program
- Handles all State and Cal-OSHA regulated inspection task assignments; plans and adheres to state regulations to ensure the protection of SJVC employees, student body and properties
- Communicates effectively with students, employees and the public-at-large
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Essential Network Administrator Duties and Responsibilities:

Operation

- Adds and deletes student user accounts
- Creates and deletes student user directories
- Reviews logs and reports of the server operations and user activities
- Schedules backup of server data
- Resolves server/workstation program operation errors
- Resolves server/workstation printing operation errors

- Ensure timely response to corporate requests and directives
- Performs other duties as assigned.

Maintenance

- Software installation/configuration on workstations
- Replaces toner and ink cartridges in printers
- Maintains inventory of replacement parts
- Inventories computer hardware
- Inventories installed software
- Facilitates the clean and orderly appearance of the labs

Repair

- Diagnoses and resolves user reports of computer/software malfunctions
- Reinstalls corrupt software on workstations
- Replaces damaged or broken computer components
- Reports needed replacement of worn or outdated equipment

Facilities Supervisory Responsibilities: Directly supervises 2 to 3 employees in Custodial and Security. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Facilities Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flow and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Customer Service – Manages difficult or emotional customer situations; responds promptly to student and employee needs; solicits student and employee feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Managing People – Includes staff in planning, decision-making; facilitating and process improvement; takes responsibility of subordinates' skills and encourages growth; solicits and applies student and employee

feedback; fosters quality focus in others; improves processes and service; continually works to improve supervisory skills.

Cost Consciousness – Works within approved budget; develops and implements cost savings measures; conserves organizational resources.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follow policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.

Professionalism – Approaches others in a tactful manner; react well under pressure; treats others with respect and consideration regardless of status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; determines appropriate actions beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes task on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – A minimum of an Associates degree and five years experience in related field, or a combination of education and experience that is equivalent.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one or small group situations to students and employees.

Mathematical Skills – Ability to add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variable in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

Other Qualification: Knowledge of purchasing methods, procedures and practices; ability to work effectively with vendors to maximize savings on all goods and services; ability to perform maintenance activities that are not covered by service contracts.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to stand; sit,

climb or balance and stoop, kneel, crouch and crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Network Administrator Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Business Acumen – Understands business implications of decisions

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Campus Director's, Director of Network Administration's and Network Administrator's direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates degree (AA/AS) with two years related experience; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in student and employee records.

Other Qualifications – A+ certification with some Microsoft certifications in Windows 2000.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is occasionally required to sit. The

employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Learning Resource Coordinator
Department: Academic Affairs & Student Services
Reports To: Academic Dean, Coordinator of Library and Learning Resources

Summary: The Learning Resource Coordinator is responsible for the day-to-day operation of the campus library and learning resource center.

Essential Duties and Responsibilities:

- Maintains all aspects of the campus library and learning resource center
- Participates in college governance, committees and task forces
- Participates in educational and campus meetings
- Circulates books to students and staff
- Organizes library shelves and re-shelves circulated items
- Prepares new library materials for circulation
- Assists students in research projects
- Actively participates with the faculty to select campus library and learning resource materials
- Participates in meetings, orientations, etc., in order to communicate library issues to our constituency
- Publishes a quarterly library newsletter of campus library events and acquisitions
- Participates in the ongoing development of the Library Master Plan, and in the establishment of college-wide library policies and procedures
- Maintains ongoing communication with the designated corporate staff
- Performs other duties as assigned

Supervisory Responsibilities: Supervises faculty members assigned to work in the library.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; uses intuition and experience to complement data.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.

Customer Service – Manages difficult or emotional employee and student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; meets commitments.

Interpersonal Skills – Maintains confidentiality; listens to others without interrupting.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Gives and welcomes feedback; contributes to building positive team spirit; supports everyone's efforts to succeed.

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follow policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Promotes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent changes, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Minimum of an Associates Degree or an equivalent of two years of college; two years related experience; or equivalent of education and experience combined.

Language Skills – Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures; ability to write reports, business correspondence, and newsletters; ability to effectively present information and respond to questions from students and employees.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

Other Qualifications – Ability to perform general library operations and procedures; knowledge of the Dewey Decimal or other major classification schemes; ability to operate standard office equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit; use hands to finger; handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to stand. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Student Center Coordinator
Department: Academic Affairs & Student Services
Reports To: Academic Dean
Status: Full-time, Non-exempt

Summary: Under direct supervision of the academic dean with support from the Student Center Support Manager, the Student Center Coordinator is responsible for the day-to-day operation of the Student Center. The Coordinator develops personal learning plans and monitors student learning progress and the completion of MyLabs study plans.

Essential Duties and Requirements:

- Schedules and administers assessment exams to in-coming and continuing students
- Interprets assessment test results and develops a personal learning plan for each student
- Monitors student learning progress and the completion of MyLab study plans
- Applies a process to achieve and maintain study plan completion compliance
- Supports campus learning activities by providing tutoring services, keyboarding assistance, classroom support and student professional development opportunities
- Maintains relevant CampusVue student records
- Serves as liaison with Dean of Student Services, Division Managers, and Academic Dean
- Develops and maintains positive culture in Student Center
- Tracks student usage of Student Center resources
- Monitors pass rates in required English and math courses
- Oversees all aspects of the peer mentor/federal work study program
- Adheres to proper peer tutoring documentation policies and procedures
- Works with campus management in identifying and assisting student needs
- Works with Student Center Support manager to sustain institutional Student Center initiatives
- Participates in the non-instructional program review process
- Other duties as assigned

Supervisory Responsibilities: None, unless assigned Federal Work Study students

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional student/faculty situations; responds promptly to student and faculty needs; solicits student and faculty feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Motivation – Sets and achieves challenging goals; measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules faculty and their tasks.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Baccalaureate degree in related area preferred.

Language Skills – Ability to read and interpret documents such as safety rules, and policy and procedure handbooks; ability to write routine reports and correspondence; ability to speak effectively before groups of employees or students of the campus.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to use common sense in all situations; ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook and the ability to gain competence in proprietary software.

Physical Demands: The physical demands describes here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit; use hands to finger, handle or feel; reach with hands and arms; talk; and hear. The employee is frequently required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Dean of Student Services
Department: Academic Affairs
Reports To: Campus Director
Classification: Full-time, Exempt

Summary: Under the direct supervision of the Campus Director and technical supervision of the Vice President of Administration the Dean of Student Services is responsible for developing, implementing and delivering a variety of services for students attending programs on campus.

Essential Duties and Responsibilities

- Provides resources and referral for student services such as childcare, transportation, and related services.
- Coordinates student functions and activities such as Student Council, award ceremonies, and related activities.
- Provides academic counseling and monitors satisfactory academic progress.
- Provides counseling for personal and school related problems.
- Acts as a liaison between faculty, administration and students.
- Acts as a liaison between students and financial services.
- Prints the Past Due Cash Flow Report for active and on probation students.
- Meets with students who have past due accounts and develops strategies to bring their accounts current.
- Develops, implements, and delivers various student retention programs.
- Maintains communication and is the liaison between the Registrar and students.
- Tracks student attendance, grades, and satisfactory progress.
- Produces reports that track student retention, grades and other outcomes.
- Participates as assigned in related admissions, education and employment services activities.
- Serves as the Campus Coordinator of Disability Resources
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Supervisory Responsibilities: Manages Administrative Assistant to the Deans and on some campuses Federal Work Study employees. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and within budget; manages project student activities.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Visionary Leadership – Displays passion and optimism; inspires respect and trust; mobilizes students to fulfill their vision; provides vision and inspiration to students and employees.

Leadership – Exhibits confidence in self and others; inspires and motivates students to perform well; effectively influences actions and opinions of students and employees; gives appropriate recognition to students and employees.

Business Acumen – Understands business implications of decisions; demonstrates knowledge of competition.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates students on the value of diversity; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of students and employees; work with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and helps students overcome obstacles; measures self against standard of excellence.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Attendance/Punctuality – Is consistently at work on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays or unexpected events.

Initiative – Volunteers readily; undertakes self-development activities; asks for and offers help when needed.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets students' attention.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Must possess a minimum of a Baccalaureate Degree in counseling, or related major. Must have a minimum of three years of student counseling or related experience.

Language Skills – Ability to read and comprehend instructions, correspondence and memos; ability to write correspondence; ability to effectively present information in one-on-one and group situations to students and employees.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, and Outlook.

Other Qualifications: Must have thorough knowledge of the SJVC policies and procedures related to students and the education process.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Receptionist
Department: Administration
Report To: Enrollment Services Director
Classification: Full-time, Non-exempt

Summary: The Receptionist is responsible to perform administrative and customer services for visitors, inquiries, applicants, students, and faculty and staff members.

Essential Duties and Responsibilities:

- Receiving all incoming calls in a professional and efficient manner
- Documenting and transferring inquiry calls to Admissions Advisors
- Taking complete and accurate messages for those unavailable for calls
- Greeting and assisting all visitors, applicants, vendors, students, faculty and staff members in a professional manner
- Informing the appropriate employee of visitors, applicants and students arrival and/or need to see him or her
- Insuring applications are filled out by applicants
- Insuring inquiry logs are neat and legible, all inquiry slips and applications are received and in order for data entry
- Insuring all out-going mail is stamped and ready for pick up prior to the arrival of the mail carrier and insuring interoffice mail from other campuses is distributed upon receipt
- Logging PELL and all other checks as they are received
- Data entry
- Filing
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Manages difficult or emotional visitor, student or employee situations; responds promptly to visitor, student or employee needs; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and assist with group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – High school diploma or general education degree (GED) and two years related experience.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one situations to visitors, students and employees.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College **Job Description**

Job Title: Financial Aid Officer
Department: Financial Aid
Reports To: Financial Aid Manager

Summary: The Financial Aid Officer assists applicants and students with their eligibility for federal financial aid programs by calculating anticipated awards in PELL, SEOG, Stafford and supplementary loans, and other Title IV and non -Title IV programs. The FAO packages and awards all Title IV and non-Title IV aid for each academic year in Campus Vue. All work is performed within the established governmental regulations and institutional procedures. A high level of ethics is required in the counseling of students.

Essential Duties and Responsibilities:

- Assists students in applying for and receiving financial aid.
- Administers and tracks students' financial aid once it is received.
- Tracks all Financial Aid documents.
- Assures the student is well informed regarding eligibility for funding sources and the responsibilities associated with each.
- Schedules FA payments in the computer.
- Gives prospective students an estimate for Financial Aid.
- Enrolls students with Financial Aid.
- Tracks a student's progress.
- Performs required document tracking for drops, terminations, and graduates including R2T4, PWD, and loan exit materials.
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Possesses an extensive expertise in the area of student loan programs; synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures; performs work with accuracy.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive or negative situations with students, employees and the business community; listens and gets clarification; responds well to questions; demonstrates one on one presentation skills.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; coordinates a wide variety of activities and meets required deadlines; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches students and co-workers in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitor own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work on time; ensure work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction in a positive manner; commits to long hours of work when necessary to meet the admissions process needs.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in financial aid; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.