Evaluation Assistant

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide assistance and support to evaluators and others in the Evaluation Department; prepare transcripts for evaluation; prepare and maintain organized and accurate files and records.

REPRESENTATIVE DUTIES:

1. Provide assistance and support to evaluators and others in the Evaluation Department.

2. Prepare transcripts for evaluation; prepare evaluation packages; record transcript data into appropriate computer system; retrieve student folders and enter student information in evaluation database; distribute folders to appropriate evaluators.

3. Compute and verify general education (GE) requirements according to established procedures; enter data in GE database; duplicate and stamp with official seal; mail materials to student or transfer universities as appropriate.

4. Verify certificates of completion, achievement or proficiency for proper requirements; assign process classification numbers; prepare mailing packages and labels and mail to students.

5. Greet students visiting the office; determine student needs or concerns; answer questions, resolve problems or make referrals to an evaluator, supervisor, or appropriate college office.

6. Respond to general correspondence including mailing course descriptions, transfer information memos, notifications to students and others.

7. Operate a computer and other office equipment as assigned; perform back up of computer database files according to established timelines.

8. Process diplomas; verify names, degree programs, honors and awards on diplomas; make corrections as needed.

9. Verify and compute cumulative grade point averages for CAL grant applications as directed.

10. Maintain inventory of office supplies.

11. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. GE certification requirements and curriculum programs.

2. Procedures related to processing documents related to certificate programs.
4. School codes, rules, policies and regulations.
5. Operation of a computer and assigned software including databases.
6. Interpersonal skills using tact, patience and courtesy.
7. Oral and written communication skills.
8. Record-keeping techniques.
9. Telephone techniques and etiquette.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Provide assistance and support to evaluators and others in the Evaluation Department.
3. Prepare transcripts for evaluation.
4. Prepare and maintain organized and accurate files and records.
5. Compute and verify GE requirements.
6. Operate a computer and other office equipment as assigned.
7. Interpret and apply rules, policies and practices of unit evaluation and general education.
8. Make arithmetic calculations quickly and accurately.
9. Establish and maintain cooperative and effective working relationships with others.
10. Communicate effectively both orally and in writing.
11. Type at an acceptable rate of speed.
12. Maintain the confidentiality of student records.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: College courses and two years clerical experience, including some experience in a college admissions office working with student records.

WORKING CONDITIONS:

ENVIRONMENT:
1. Office environment.

PHYSICAL ABILITIES:
1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read a variety of materials.
4. Sitting or standing for extended periods of time.
5. Bending at the waist, kneeling or crouching to file materials.

DATE APPROVED: March 1, 1999
RANGE: N-38
EEO-CATEGORY: H-40