



SHORT COURSE ASSISTANT

SALARY GRADE: [C2-40](#)

POSITION CHARACTERISTICS:

Position reports to the Dean, Community Education and Older Adult Studies at De Anza College. Eleven (11) month assignment. Monday through Thursday 9:00 AM to 1:00 PM and Saturday, 6:30 AM to 9:00 AM. Flexible schedule required based class schedule and locations. Doors need to be opened 3 to 4 days per week from 2:00 PM to 6:00 PM and on some Saturdays. Hours will vary from quarter to quarter up to sixteen (16) hours per week.

DUTIES:

1. Act as a classroom door opener (travel between Foothill, De Anza, and off-campus locations required), including evenings and weekends.
2. Assist with registration during peak periods.
3. Input student information in Short Courses SI database.
4. Assist with customer service via telephone.
5. Prepare class rosters for instructors and delivery of materials to instructor's classrooms.
6. Generate and reconcile instructor agreements for payment of their services.
7. Proofread catalog contents prior to production.
8. Assist instructors with walk-in registrations during first hour of high-enrollment classes.
9. Assist registrar and department coordinator with special projects as assigned.

MINIMUM QUALIFICATIONS:

High school graduate with two years of similar work experience; valid driver's license.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Record-keeping techniques.
2. Modern office practices and procedures and equipment.
3. Excellent phone manner.
4. Computers, including familiarity with Word, Excel, and ClipArt.
5. Oral and written communication skills.
6. Interpersonal skills using tact, patience and courtesy.

Ability to:

1. Demonstrate commitment to the increased understanding of, sensitivity to, and respect for all cultural groups, women, and the disabled.
2. Establish and maintain cooperative and effective working relationships with others.
3. Ability to maintain records and files.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read a variety of materials.

EEO Code: H-40

Date Created: November 2004