

REGISTRATION ASSISTANT
(Intermittent Employment Only)

DEFINITION

Performs a variety of general clerical work during peak workload registration periods.

TYPICAL DUTIES

Performs a combination of the following duties:

- Provides routine information and assistance to customers during peak workload registration periods.
- Records a variety of data on appropriate records, checks forms, and records for completeness and accuracy.
- Answers telephones, replies to routine inquiries, and takes messages.
- Operates computer equipment and standard office machines used for processing the work of the office.
- Collects registration fees and issues receipts.
- Prepares simple and routine forms, reports, and correspondence.
- Maintains office files by sorting, coding, indexing, filing, cross referencing, locating, and extracting registration documents.
- Receives, time-stamps, and distributes office mail to appropriate staff.
- Maintains confidentiality of data related to the work of the office.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Registration Assistant** performs a variety of general clerical work during peak workload registration periods.

An **Admissions and Records Assistant** performs a wide variety of specialized clerical duties related to enrolling students and maintaining accurate and current records of students' academic status and progress.

An **Office Assistant** performs responsible clerical duties and exercises initiative and judgment in applying established practices. Operating a keyboard and use of computer/word processing equipment are an integral aspect of the duties. Some employees may be assigned to a multi-line telephone set station or a communications systems console to route a college's or the Educational Services Center's incoming and outgoing calls to the appropriate persons or offices. The class of **Office Assistant (Confidential)** is distinguished from the class of Office Assistant because the employee, in the regular course of his or her duties, is required to have access to, or possess information relating to, the District's employer-employee relations.

SUPERVISION

Immediate supervision is received from a classified supervisor. Work direction may be received from clerical staff of the assigned unit. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Customer service techniques for public contact
Operating features and capabilities of computer equipment and applications used in assigned area

Ability to:

Work cooperatively and effectively with students, faculty, staff, and the public
Record data neatly and accurately in standard and electronic files
Follow oral and written instructions
Work under the pressures of frequent interruptions
Keep information confidential
Give clear and concise information
Learn applicable registration procedures and practices
Learn general and specialized software applications

ENTRANCE QUALIFICATIONS

Experience:

Graduation from high school or its equivalent.
Clerical experience which included the use of computer equipment and public contact is desirable.