INTER-OFFICE CORRESPONDENCE
Los Angeles Community Colleges

To: Deputy Chancellor
From: [Signature of President/Division Head]
Date: 6/18/14
LAMC
College/District Office

Subject: REQUEST FOR AUTHORIZATION TO FILL A PERMANENT POSITION (ACADEMIC OR CLASSIFIED)

Restricted Hiring Policy:
Effective January 14, 2008, submittal of this document to the Deputy Chancellor is required before any selection activity may occur for any permanent academic or classified position. The policy aims to achieve an appropriate level of cost containment to the extent possible during a period of fiscal exigency. Selection processes already underway prior to this date may be completed but this form is still required and should be forwarded to the Deputy Chancellor.

1. POSITION INFORMATION (check appropriate box)
   ☐ Academic (Faculty and Administrative)- Attach NOI
   ☑ New Classified Position – Attach C1121 Form
   ☐ Existing Classified Position (complete the following information):
     Class Code: ___________________ Class Title ___________________ Position Number ___________________
     Assignment Basis (PSA): ___________________ Shift: ___________________ FTE: ___________________
     GL: ___________________ Cost Center/WBS: ___________________ Fund: ___________________
     Prior Incumbent’s Personnel ID#: ___________________

2. RATIONALE FOR PRIORITY HIRING REQUEST (attach additional sheet if necessary)
   Increased enrollment at LAMC requires additional staffing in the Assessment Center to meet student needs.

DEPUTY CHANCELLOR’S OFFICE USE ONLY

☐ Approved
   (If approved, proceed with regular District academic hiring or Personnel Commission classified hiring procedures)
   Statement of any special conditions, if applicable:

☐ Not Approved

[Signature of Deputy Chancellor] [Date]

Return completed and signed form to the Deputy Chancellor’s Office.

LACCD Restricted Hiring Procedure Approval Form 1/24/08
STUDENT SERVICES AIDE

DEFINITION

Performs a variety of specialized clerical duties such as imparting program information, providing basic educational program information, employment opportunities and referral information, and obtaining relevant student background data for student services programs.

TYPICAL DUTIES

Explains and interprets procedures and eligibility requirements for services to students, staff, and the public.
Provides individuals and/or groups information related to areas such as financial aid, job placement, and career and educational planning.
Obtains information from students and program participants on matters related to their personal, educational, vocational, and financial background.
Reviews and processes various forms, records, and applications by checking them for completeness, accuracy, and compliance with program requirements and verifies data through a variety of sources such as academic and personal records and references.
Refers individuals to various campus departments and community organizations for further information and assistance regarding specialized programs and services.
Contacts campus, community, and governmental representatives and organizations to obtain information regarding available resources, to inform agencies of services offered, to encourage participation in campus programs, and to obtain periodic information regarding the progress of individuals participating in a program.
Effectively utilize standard office software applications to compile data and prepare routine reports and correspondence concerning student services.
Maintains the security of files and records containing confidential data on program participants.
May schedule appointments for students with counselors or other office support staff.
May assist in writing and proofreading copies of bulletins, brochures, and news releases to publicize various services.
May maintain an inventory of office supplies and order, receive, stock and distribute supplies.
May maintain and reconcile office expenditure accounts.
May provide training and work direction to student employees.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Student Services Aide applies a working knowledge of the requirements and procedures of student services programs in the performance of a variety of specialized clerical duties such as obtaining and imparting program information and providing basic guidance and referral services.
DISTINGUISHING CHARACTERISTICS (Cont.)

A Student Services Assistant participates in the development, promotion, coordination, and evaluation of student services programs. A thorough knowledge of program requirements and procedures is continuously applied in performing the duties of the class.

A Student Services Specialist develops, promotes, coordinates, and evaluates various student services programs. A thorough knowledge of a wide range of program goals, procedures, and requirements is continuously applied in performing the duties of this class.

SUPERVISION

Immediate supervision is received from an academic or classified supervisor. Work direction may be provided to clerical staff and student employees.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of business English, punctuation, spelling, and grammatical usage
- Basic requirements of student services programs
- Letter, memorandum, and report formats
- Basic public relations techniques for public contact in person and on the telephone
- Principles of recordkeeping Capabilities of computer systems, software, and hardware common to student services programs

Ability to:

- Impart and secure information pertaining to student services tactfully and accurately
- Assist students in filling out appropriate forms and applications
- Work effectively and cooperatively with administrators, staff, and representatives of public and private organizations
- Work effectively and tactfully with individuals from various educational, socioeconomic, and ethnic backgrounds
- Effectively utilize computer equipment in the performance of duties
- Give clear and concise information
- Prepare routine correspondence and reports
- Use proper spelling, punctuation, and grammar
- Keep accurate files and records
- Understand, interpret, and apply laws, rules, and procedures pertaining to student services
- Learn specialized computer application
ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or its equivalent.

Experience:

None is required. One year of full-time paid general clerical experience which included public contact and the use of computer equipment is desirable.

Reasonable Accommodation

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class.

In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.