



Cañada College ♦ College of San Mateo ♦ Skyline College

POSITION DESCRIPTION

INSTRUCTIONAL SUPPORT ASSISTANT

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

Under the supervision of the Vice President of Instruction, the Instructional Support Assistant performs complex and specialized clerical and administrative support for senior administrative staff with an expectation of resolving problems and making independent decisions with minimum supervision. The Instructional Support Assistant analyzes data; provides financial, curricular, operational, and other reporting as required; performs a variety of technical and administrative duties in an instructional support capacity, including assisting with the campus' master schedule and curriculum; assisting the Curriculum and Instructional Systems Specialist with a variety of duties, such as data entry in various software programs, the preparation of correspondence and minutes, the review and preparation of reports and spreadsheets; and other duties as assigned. The Instructional Support Assistant works closely with College deans, faculty, Admissions and Records personnel, academic department support staff, Student Services personnel, and other CSM staff to coordinate and perform Instruction Office-related functions and projects. Independently analyzes and recommends procedural changes in the implementation of instructional functions. Public contact is extensive and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise. Consequences of errors in judgment could be costly in public relations, staff, and employee time. The Instructional Support Assistant can train and lead the work of clerical staff, volunteers, and student assistants, as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Analyzes data; provides financial, curricular, operational and other reporting as required; uses independent judgment; and provides support for the Vice President of Instruction Office
2. Prepares specialized reports, requiring research and analysis
3. Assists in coordinating submission of backup documentation for audit purposes
4. Independently organizes and performs complex technical data management duties, including entering, modifying, and retrieving online data
5. Assists with class scheduling for website publication and hard copy, and verifies scheduling data adheres to enrollment management guidelines and audit requirements

6. Interprets college policies and procedures pertaining to various projects and duties as assigned, including the master schedule development process
7. Analyzes and recommends modifications of data base management policy and procedures, and researches and recommends innovative processes or procedures for improving efficiency and automating processes for various Vice President of Instruction Office responsibilities and projects
8. Prepares and provides charts, graphs, and reports on enrollment patterns for campus decision making in enrollment management
9. Takes initiative and independently plans, organizes, coordinates, and performs work in various situations in which numerous and diverse demands are involved and adheres to stringent time deadlines while assuring accuracy of detailed information
10. Using standard software applications, composes and prepares correspondence, memoranda, agendas, meeting minutes, forms, publicity materials, report narratives, spreadsheets, handbooks, and other materials from original ideas or with general instruction
11. Communicates effectively both verbally and in writing
12. Exchanges information with college administrators, staff, faculty, the general public, and others regarding a variety of policies, timelines, required forms, and other information
13. Works collaboratively and professionally with the staff and administration in the Vice President of Instruction Office
14. Participates in administrative, curricular, and/or college-wide committees; attends meetings and other events to obtain and provide current information, as well as to meet with management and other staff to plan projects and workloads
15. Assists with general office duties including screening calls, visitors, and electronic inquiries to provide policy and procedural information and/or to takes messages and make appropriate referrals
16. Assists in setting up and maintaining a complex management calendar
17. Assists in performing administrative unit financial duties, including purchasing items for special events and completing electronic supply orders
18. Performs other related duties and special projects, as assigned

C. Requirements

1. Possession of a Bachelor's degree from an accredited college or university, preferably in business administration, office administration, or a closely related field
2. Two (2) years of technical or administrative experience
3. Demonstrated ability to multi-task, perform very detailed work, prioritize workloads, and work independently
4. Contact experience with people of diverse cultures, language groups, and abilities
5. Experience with the use of a variety of computer software to compose and prepare correspondence, spreadsheets, forms, reports, presentations, and other written materials and experience with maintenance of electronic and manual files and records
6. Experience with researching, compiling, and analyzing data for preparing statistical, financial, and other reports
7. Demonstrated skill in oral and written communication
8. Demonstrated ability to establish and maintain effective working relationships within and outside the work group

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This position requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions. This position also requires

working at a computer and desk for extended periods of time. Peak periods will require extended work hours.

E. Knowledge, Skills & Abilities

1. Skill in compiling, analyzing, and presenting data and writing reports
2. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
3. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
4. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems
5. Ability to learn, interpret, and apply a wide variety of policies and procedures relating to and impacting curriculum
6. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups, and abilities
7. Skill in oral and written communication
8. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
9. Ability to coordinate, anticipate, and resolve workload issues and problems
10. Ability to work effectively as part of a administrative office team

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