

LEARNING LAB ASSISTANT

DEFINITION

Under general supervision, assists in the daily operation of the Learning Assistance Center; registers, schedules, and assists students in utilizing Learning Assistance Center resources and technologies.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Learning Assistance Center. Exercises no supervision of staff. Provides technical or functional direction and training to student workers.

CLASS CHARACTERISTICS

This is the journey-level class in the Learning Lab Assistant series. Incumbents perform the full range of duties in operating the Learning Assistance Center (LAC) facility, training student workers in the procedures of the LAC and monitoring exams. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the Center. This class is distinguished from the Director, Learning Assistance Center in that the latter has overall responsibility for overseeing and coordinating the daily operation of the Learning Assistance Center.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Provides high level of customer service to students, responds to inquiries over the phone or in person from students, faculty, and/or the public regarding the Learning Assistance Center policies, procedures, and regulations.
- Registers students and provides technical assistance in using the facility, assists students with computer use; distributes learning materials.
- Monitors exams and ensures that students follow appropriate rules and procedures.
- Provides daily reporting and maintenance of confidential files related to student usage of the Learning Assistance Center.
- Trains and provides direction to student workers at the Learning Assistance Center.
- Maintains order and discipline in the Learning Assistance Center to facilitate an optimal learning environment for students.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Departmental practices and procedures and applicable District policies.
- Principles and practices of data collection and report preparation.
- Basic accounting methods, procedures, and terminology.
- Principles of business letter writing.

- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

Skills & Abilities to:

- Support the daily operation of the Learning Assistance Center.
- Interpret, apply, and explain the Learning Assistance Center's resources and services.
- Interpret, apply, and explain applicable District policies, rules and regulations related to areas of responsibility.
- Make accurate arithmetic computations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework at a regionally accredited college and three (3) years of responsible related experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard and specialized office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.