



**Job Title: Student Support Assistant**

## **CLASSIFICATION DESCRIPTION**

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**Department:** Varied  
**Pay Grade:** 101  
**FLSA Status:** Non-exempt  
**Remote Work Eligible:** No

### **JOB SUMMARY**

This position provides basic organizational or process information and administrative support services to students and prospective students. Responsibilities may include: providing admissions information to prospective students; providing information on academic requirements and processes, financial aid, and registration processes; processing payments; reviewing documentation for alignment with College requirements; checking materials in/out; administering standardized tests; entering and tracking data; and maintaining records of results, activities, or student status.

### **DISTINGUISHING CHARACTERISTICS**

N/A.

### **ESSENTIAL JOB FUNCTIONS**

- Provides information to students on academic programs, financial aid, internships, careers, study abroad programs, library services, and/or other related programs.
- Collects, reviews, and verifies financial data and academic records submitted by students.
- Processes student financial aid information, which includes: verifying eligibility for applicable federal and state aid programs; compiling necessary documentation; and performing related activities.
- Prepares a variety of correspondence/information including flyers, award letters, applications, records, overdue book notices, and/or related documents.
- Attends meetings, takes notes, and creates minutes/agendas.
- May set-up testing.
- May create work schedules.
- May pre-screen applicants and set up interviews as requested.
- May assist with onboarding functions with new employees.
- May check materials in/out.
- Tracks and updates calendar(s) as well as other information.
- Catalogs information.
- May process payments and related cash count sheets.
- Make take photos; create IDs.

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- Conducts tours as requested.
- Monitors assigned budget and identifies discrepancies.
- Submits work orders as needed.
- Substitutes for front desk/counters as requested.
- Compiles reports.
- Maintains records, collections, and databases including scanning documents.
- Performs other duties as assigned.

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

High school diploma or equivalent; two (2) years of related clerical or office work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Applicable academic programs, financial aid, extracurricular programs, and/or related services;
- Customer service principles;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Providing program support;
- Preparing and maintaining records;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned worker, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Maintain confidentiality.

**CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS**

N/A.

**PHYSICAL DEMANDS**

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

<b>Physical Activities</b>		<b>Physical Activities</b>	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	

Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.		Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.		Talking 1 – expressing ideas by spoken word.	
Handling – picking, holding, or working with whole hand.		Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.		Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.		Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

## **TYPE OF WORK**

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

## **WORK ENVIRONMENT**

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.*

**St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.**