

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: **COUNSELING ASSISTANT**

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of specialized clerical/secretarial support duties in the guidance office of a secondary school; maintain a variety of student records and files; train and provide work direction to student assistants as assigned.

REPRESENTATIVE DUTIES:

Perform varied and specialized clerical/secretarial duties to assist guidance counselors, specialists and administrators in a secondary school.

Communicate with counselors, administrators, teachers, parents and students; schedule conferences and appointments and provide information concerning student enrollment, schedules, withdrawal, testing and other related activities.

Program and assist in the registration of students; process required forms and paperwork; review all pertinent data and documents for accuracy and completeness.

Serve as receptionist in the Guidance Office; greet visitors and answer phones; take and relay messages; refer callers to other personnel as appropriate.

Operate a computer terminal to enter and update student data including personal history, schedules, grades, course titles, test scores and information from other documents.

Process required forms and paperwork; establish official permanent records of students enrolled in school.

Compose, as appropriate, and/or type from rough copy or verbal instructions a variety of written materials including minutes, agendas, newsletters, lists, bulletins, requisitions, memoranda, correspondence and reports; prepare and type various forms and other documents.

Assist in the development or modification of forms related to position.

Assist in the development and maintenance of the school master schedule as assigned.

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Receive, check, review and verify entered data against a variety of documents; maintain continuous control to assure work is completed according to schedule.

Operate a variety of office machines including typewriter, computer, word processing hardware, calculator and copier.

Assist in the preparation and distribution of pertinent student and school information.

Provide input in the evaluation of grades and maintain attendance records of guidance office student assistants.

Supervise students in an office environment, including students serving detention.

Train and provide work direction to student assistants as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Receptionist and telephone techniques and etiquette.

School office terminology, practices and procedures.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Health and safety regulations.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communications skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer terminal.

ABILITY TO:

Learn to follow and explain school and District policies, rules and objectives.

Work independently with little direction.

Understand and perform duties within scope of authority.

Understand and follow rules and written directions and apply to specific situations.

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Perform and prioritize duties effectively with many demands on time and constant interruptions.

Type at 50 words net per minute from clear copy.

Work cooperatively and effectively with others.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Plan and organize work.

Maintain records and prepare reports.

Work confidentially with discretion.

Make arithmetic calculations quickly and accurately.

Communicate effectively both orally and in writing.

Operate a variety of office machines including computer and word processing hardware.

Learn applicable sections of State Education Code and other applicable laws.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of increasingly responsible clerical experience involving public contact and the maintenance of computerized records.

WORKING CONDITIONS:

School office environment.