

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST

SUMMARY DESCRIPTION

Under direction of assigned supervisor, provide direction for assigned student services program area; coordinate and participate in the performance of a variety of program coordination and technical duties in support of assigned student services area; oversee and participate in providing students, staff, and others with specialized information, training, and assistance related to area of assignment; oversee and participate in providing a wide variety of reference and resource information related to assigned function or program area; and perform a full range of the more complex program support and clerical assistance duties in support of assigned program area.

DISTINGUISHING CHARACTERISTICS

The Student Services Specialist is the advanced journey-level classification in the Student Services series with incumbents participating in program coordination and management duties as well as providing the more complex technical program support to an assigned student services area. Incumbents are assigned to perform a wide range of complex technical, program support, and clerical duties independently for assigned program area requiring a broad knowledge of an assigned program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate assigned aspects of the assigned student services program area; coordinate with other departments and program areas; ensure compliance with program requirements. **E**
2. Assist in the planning, design, and implementation of program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes. **E**
3. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program areas; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; develop and maintain handbooks, forms, and related policies and procedures. **E**
4. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations. **E**
5. Perform a full range of technical, program support, and clerical duties in support of assigned student services program area. **E**
6. Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; assure the timely completion of work in accordance with established policies, procedures, and standards. **E**

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7. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, tours, meetings, and other activities related to assigned program area; arrange and confirm speakers; reserve facilities and make other necessary arrangements. ***E***
8. Provide technical information and assistance regarding area of assignment to students, staff, and the general public; interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library. ***E***
9. Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information. ***E***
10. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, or summarize data; input and review data and prepare special and periodic reports related to an assigned project and/or program area including state and federally mandated reports; verify accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates. ***E***
11. Establish and maintain records including student records; maintain complex, interrelated filing systems including confidential files; collect, compile, and record narrative, statistical, and financial data and other information; research and verify information as requested. ***E***
12. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments. ***E***
13. May determine program eligibility and prepare need analysis; review and process applications for students. ***E***
14. May register students for programs; distribute and monitor priority registration materials including sending information to students and scheduling of staff and counselor walk-in times; receive and process fees as assigned. ***E***
15. May monitor progress of students in assigned program area; ensure compliance with applicable requirements and guidelines. ***E***
16. May coordinate assessment services and activities; plan, coordinate, schedule, and administer placement tests at locations on and off campus; direct and monitor the activities and operations of the District's assessment center; coordinate activities and work schedules of support staff, test administrators, and proctors; oversee the screening of students to appropriate assessment; oversee the test scoring process; administer and score assessment tests; oversee the process of external assessment petitions; oversee administration of college placement tests and financial aid tests to students.
17. May oversee the ordering, receipt, cataloging, and storing of assessment materials, forms, and supplies; ensure security of testing materials, records, and files.
18. May administer computerized career assessments to individual students during scheduled career assessment workshops and to personal development classes; provide step-by-step training to

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students in the use of career assessments; instruct and train students in the use of career programs that assist in the selection of professional careers or technical occupations; provide hands on training in career software programs. ***E***

19. May provide technical computer support to the Career Center and the Assessment Lab; perform scheduled computer maintenance; run ScanDisk, defragmenter and virus scans on the hard drive; back-up hard drives; troubleshoot hardware and software problems; provide software support for various career and assessment software programs; install and upgrade career and assessment software; identify and research Internet web sites for job search resources. ***E***
20. Utilize various computer applications and software packages; maintain and generate reports from a database or network system. ***E***
21. Coordinate communication and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public. ***E***
22. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.
23. Train and provide work direction to assigned student workers, clerical assistants, and other staff as assigned.
24. Provide assistance to other student services staff as needed.
25. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.

Technical aspects of field of specialty.

General principles, practices, and procedures of business administration and public administration.

Technical knowledge of business/industry principles and practices for the area of responsibility.

Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.

Basic program management principles and practices.

Information and research resources available related to areas of assignment.

Work organization and office management principles and practices.

Processes, procedures, and practices of budget preparation and administration.

Principles, practices, and procedures of business letter writing.

Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Basic research methods and techniques.

Basic mathematical concepts.

Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.

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Interpersonal skills using tact, patience, and courtesy.

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

Oral and written communication skills.

District organization, operations, policies and objectives.

Referral agencies, services, and departments on and off campus may be required for some assignments.

Screening and interviewing techniques may be required for some assignments.

Test administration and scoring procedures may be required for some assignments.

Operating characteristics and functionality of specialized software packages used in assigned area.

Basic techniques used in troubleshooting hardware and software problems may be required for some assignments.

Ability to:

Coordinate and participate in the management of the functions and services of assigned program area.

Perform a full range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.

Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.

Understand, interpret, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Use technical concepts and basic program management tools and techniques to effectively coordinate a program area and solve complex problems in creative and effective ways.

Develop recommendations for problematic areas and implement and monitor changes.

Participate in the development and administration of policies and procedures.

Participate in the preparation and administration of assigned budgets.

Perform a full range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.

Implement procedures for the day-to-day operations of assigned program areas.

Prepare calendar of events and workshops related to area of assignment.

Coordinate and conduct workshops, seminars, special event, class presentations, orientations, and tours.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.

Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.

Screen, interview, and assess needs of students and clients.

Orient students, staff, and public to resources and services related to area of assignment.

Research, compile, analyze, and interpret data.

Independently compose and prepare routine correspondence and memoranda.

Prepare a variety of clear and concise administrative and financial records.

Implement and maintain filing systems.

Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.

Use sound judgment in recognizing scope of authority.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.

Train and provide work direction to others.

Establish, review, and revise office work priorities.

Plan, organize, and assign work to meet schedules and changing deadlines.

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Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Provide basic technical computer support as assigned including installing software and performing routine troubleshooting.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work effectively with minimal supervision.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in business or related field; and three years of increasingly responsible experience in a student services area involving frequent student contact.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.