

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EDUCATION CENTER SPECIALIST

RANGE: 24

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the direction of assigned supervisory/management personnel, serve as a primary point of contact for diverse student service needs online and at assigned District Education Center; provide general and specialized information and guidance in person, virtually, and by phone regarding policies, and procedures in student service areas including admissions and enrollment services, residency, student accounts and records, cashiering and bookstore, counseling, assessment, EOPS, disability services, and the Career and Transfer Center; execute day-to-day Center operational duties and coordinate with other student service areas to facilitate the consistent delivery of services; provide information on and referrals to appropriate District and Center offices, programs and services; assist students, faculty, staff, and community members with access to and navigation of District technology, platforms, systems, and resources; collaborate on and resolve student record and account problems, discrepancies, and/or disputes; perform complex and varied technical, clerical, and instructional support functions for faculty and staff; conduct and promote special Center events and outreach activities; enhance equitable student success and access serving special and diverse populations including non-native speakers, international students, high school students, veterans and active duty service members, and other community members with a variety of needs and interests.

DISTINGUISHING CHARACTERISTICS

Positions in this class demonstrate broad knowledge and understanding of Center functions and operations and student services and are expected to work independently to provide information and assistance and to troubleshoot and resolve problems or issues. The Education Center Specialist is distinguished from the Education Center Assistant by the breadth and depth of knowledge in a wide range of student services areas. Employees at this level are required to be fully trained in all procedures related to their assigned Center and areas of responsibility and understand the scope of their authority.

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. Provide information and a full range of technical assistance in-person, via the telephone, and electronically to various stakeholders including students, staff, faculty, and the general public related to Center operations and activities, College programs and instruction, and student services areas, such as admissions and records, residency, assessment, evaluation, financial aid, and support services; make referrals to appropriate staff/department, resources, and/or services as needed. **E**
2. Support the day-to-day functions of assigned Center(s) operations; provide comprehensive customer service and act as point of contact for Center students, staff, and visitors; monitor, interpret and respond to inquiries and issues in-person, over the phone and email, virtual lobby, and through other platforms; gather information in order to understand and evaluate individual circumstances; interpret and explain relevant programs, policies, procedures, and guidelines to determine best course of action. **E**

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Education Center Specialist – *Continued*

3. In accordance with District policies and procedures, perform admissions and records functions including verifying residency status and providing tuition and fee information; provide information and review related to admissions programs, the Extended Opportunity Program and Services/Cooperative Agencies Resources for Education (EOPS/CARE) program, other College programs and services, and District policies, procedures, rules, and regulations; produce, process, and facilitate official transcript requests; assist veterans, active-duty service members, dependents, and/or other special populations to meet a variety of needs, including understanding, applying for, and processing available benefits; make referrals as appropriate. **E**
4. Perform technical functions related to the evaluation process and financial aid, including requesting external transcript evaluation forms, assisting with diploma requests, and providing support with applications for loan, scholarship, and fee waivers; advise and assist with financial aid questions and accounts. **E**
5. Initiate, receive, review, and ensure the completeness of various applications, petitions, waivers, verifications, and forms; assist students in completion and process and/or route to the appropriate department or area. **E**
6. Serve as Center's multiuser scheduling program administrator; provide support to Counseling and the Transfer and Career Center; coordinate and manage calendars and schedules including counselor primary schedule; schedule and coordinate appointments, orientations, workshops, tests, assessments, and related rooms, equipment, and resources. **E**
7. Perform duties in support of the Disability Support Services (DSS) Office and the Assessment program; request, receive, and monitor exams; proctor and/or reserve rooms for proctoring assessments; schedule appointments, tests, and accommodations; explain test results, class, program, and/or proficiency eligibility, and related restrictions and requirements. **E**
8. Support the Office of Student Activities including processing identification cards for students, faculty, and staff; create and update account information, such as student account username and password reset; distribute Associated Student Organization (ASO) sticker and coupon books and process returned ASO cards for refunds. **E**
9. Compile, tabulate, and summarize statistical data; maintain, update, and input information into systems; prepare and maintain materials for Center, programs, and service areas; prepare and submit various related information, documentation, and regular reports to appropriate departments or service areas. **E**
10. Provide support to instructional programs and operations, including assisting instructors with materials, forms, information, rooms, and resources; distribute keys and copy codes; provide guidance and assistance with various College systems, software, and technology; assist with attendance procedures, documentation, and reporting; notify schools and/or department of faculty and staff absences when needed. **E**
11. Perform a variety of program and/or department support such as reviewing, entering, and verifying various student and program data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; organize and maintain accurate and detailed systems, databases, files, records, and reports. **E**
12. Provide training to Center users and staff on various systems, programs, websites, forms, programs, and processes; troubleshoot equipment, machine, and IT problems; report for repair; receive and coordinate with vendors as needed. **E**

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Education Center Specialist – *Continued*

13. Perform a variety of fiscal services/cashiering functions, including overseeing the Center's cashbox and processing, collection, and security of payments, enrollment fees, and other monies according to established policies and procedures; assist with and prepare refunds, reconciliation, bank deposits, and related activities; utilize appropriate systems to reconcile, track, research, review, and adjust accounts and balances; clear account holds and review transactions to ensure accuracy as needed. **E**
14. Conduct inventory and maintain student services and Center supplies including student food pantry; place online requisitions and assist in ordering books, supplies, and other materials; sell and distribute supplies as required. **E**
15. Assist in the coordination of various outreach and marketing efforts, including creating and distributing flyers, newsletters, bulletins, and updated materials; coordinate and conduct tours, workshops, high school fairs, graduation celebrations, and other various Center events and activities. **E**
16. Provide training, guidance, to student workers; review completeness of work projects and ensure adherence to District guidelines. **E**
17. Assist with and implement Center operations and procedures, including safety drills, evacuations, and other emergency procedures, and opening/closing buildings and rooms; calls or contacts proper authorities including emergency services and campus police; file incident reports and communicate Center information to management via radio and other means; receive and report complaints related to Center operations including parking issues; assist with parking requests and issues as needed. **E**
18. Identify, provide support, and monitor the completion and success of high-need student populations. **E**
19. Serve on appropriate College committees and attend a variety of meetings. **E**
20. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- District organization, operations, policies, and objectives.
- Operations, activities, procedures, rules, and regulations of an Education Center.
- Student services program and activities.
- Pertinent State, federal, and program area policies, rules, and regulations including applicable sections of the State Education Code and state and federal regulations and guidelines concerning international students, financial aid, college admission, and other student services.
- Principles and procedures of financial and statistical record-keeping.
- Basic mathematics and bookkeeping.
- Basic marketing and outreach principles and practices.
- Cashiering, accounts receivable, and customer service procedures and techniques.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Interpersonal skills using tact, patience, and courtesy.
- Methods and techniques of preparing and processing various records, reports, forms, and other documents specific to assigned programs, department, and/or division.
- Oral and written communication skills.
- English usage, spelling, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations and members of the public, including individuals of

diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, gender identity, and sexual orientation.

- Modern equipment and communication tools used for business functions and program, project and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of complex clerical and varied technical work in support of Education Center operations and programs.
- Understand, explain, and apply laws, rules, regulations, and policies related to various college programs and student services.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Type and/or enter data at a rate of speed necessary for successful job performance.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.
- Maintain accurate and complete records and prepare reports.
- Train and provide work guidance to student workers and/or hourly staff.
- Work independently with limited direction.
- Plan and organize work to meet schedules and deadlines.
- Analyze situations accurately and adopt an effective course of action.
- Work effectively with frequent interruptions.
- 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 (2) years of college level course work in business or other related field **AND** two (2) years of increasingly responsible experience in a student services or academic setting involving frequent student contact and that demonstrates considerable knowledge and understanding of student services.

LICENSE OR CERTIFICATE

A valid California driver license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings/events, conduct outreach or participate in fairs, or pick up/deliver documents or other materials. Some positions in this class may be required to possess skills in a second designated language.

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 a 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

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Education Center Specialist – *Continued*

movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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

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

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Koff & Associates