



STUDENT SERVICES SPECIALIST

DEFINITION

Under general supervision, provides technical support services which facilitate students' access to education, financial assistance, special program benefits, placement services, and related areas designed to contribute to student self-sufficiency and academic success; provides information and assistance to students regarding program availability, eligibility and the application process; identifies student needs and determines program options, including referring students to other campus or community resources; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This paraprofessional classification in the Student Services series. Positions at this level support one or more student services areas, where the focus is on providing students with the tools, services and programs which contribute to self-sufficiency and academic success. Incumbents work independently, exercise judgment and initiative, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Student Services Specialist in that the latter performs the more complex program coordination work, and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Participates in the development and implementation of program policies and procedures for the assigned student service function; program areas include, but are not limited to, matriculation, admissions, applications, services for at-risk students, placement opportunities, and other programs which lead to student self-sufficiency and academic success.
- Verifies, reviews and processes applications, forms, and reports; applies departmental and program policies and procedures when determining completeness of applications, records, and files.
- Analyzes and evaluates student records, transcripts, course descriptions, course sequencing, program, certificate, and transfer requirements, and course level; conducts formal detailed evaluations of incoming transcripts, unit values and grading systems; determines equivalencies to College coursework; evaluates student applications for certificates and degrees; verifies information accuracy and reports inconsistencies; reviews and assesses requests for adjustments to student academic records in compliance with state regulations and District policies.
- Processes Certificate and Degree Applications; reviews documentation such as education plans and transcripts and evaluates external courses; enters information into automated system and ensures accuracy of data.

- Reinstates students to classes; corrects and re-bills registration documents; processes academic renewals and verifies student grade point average; notifies students and counselors regarding academic renewal status.
- Monitors requests for program services; provides students with career and vocational information and program requirements; consults with a variety of agencies to address student needs; refers students to tutoring or counseling services; serves as an advocate for students to other service providers.
- Provides assistance to students in navigating through the admissions and eligibility processes; conducts workshops which explain the various services and benefits available such as financial aid, Veterans Administration and other military programs, and the eligibility requirements for these diverse programs.
- Provides support to students in the Disabled Students Program (DSPS); distributes accommodation forms and evaluates adaptive equipment; receives and reviews forms and explains Alternative Testing processes; places work orders for placement of ADA furniture in the classrooms and obtains necessary reading materials; coordinates and facilitates test administration and proctoring services to accommodate student needs; monitors students in the testing process; maintains confidential student records and files.
- Works with instructors to coordinate Alternative Testing options and accommodations for students; provides information on the DSPS (ACCESS) program and explains the rules and regulations; responds to instructor questions and concerns.
- Works with faculty and adjunct to verify authorization codes and census deadline; ensures grades and positive attendance are received in a timely manner.
- Ensures missing grades, positive attendance, prerequisite mismatch classes are resolved.
- Assists students in obtaining employment opportunities; contacts local businesses, institutions, and agencies to determine employment opportunities for students; assists students with launching a job search covering subjects such as application preparation, resume writing, interview techniques, and job retention.
- Works with low income and educationally disadvantaged first-generation college students to provide access to Educational Opportunity Program Services (EOPS) such as financial assistance, counseling, tutoring, and vouchers for food, transportation, and related personal necessities.
- Assists in the preparation of workshop materials; attends workshops and presentations to provide support in setting up the rooms, distributing materials and responding to participant questions.
- Oversees and coordinates the processing of a variety of documents related to the assigned student service area; maintains and creates student files and records; inputs, maintains, and downloads data from databases.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- District academic policies and procedures pertaining to admissions and transfer requirements.
- District and funding agency financial aid requirements policies, processes, and procedures.
- Principles and practices of supporting student success programs and services.
- Methods and techniques of assessing student records and transcripts for equivalency to District requirements.
- Methods and techniques of mentoring students on job interviewing/preparation skills to promote their success in obtaining employment.
- Local employers, employment trends and other factors which influence students' ability to access employment.

- Principles of reasonable accommodation as it relates to student matriculation, attendance, testing and equipment.
- A diverse range of programs available to students, including eligibility requirements and application processes.
- District and community resources available to students.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Educational challenges experienced by at-risk students, and resources to address these challenges.
- Community socio-economic and cultural demographics.
- Understanding of the methods and devices used to enhance communication with deaf and hard-of-hearing students.
- Juvenile justice systems as they relate to student eligibility and monitoring within assigned programs.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level/volume of customer service, by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- 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:

- Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
- Evaluate student documentation to determine eligibility for admission, and/or program participation.
- Assess student needs and coordinate educational and personal community-based services.
- Work effectively with a multi-cultural and diverse student population including low-income, at-risk and special needs individuals.
- Evaluate and coordinate the educational services and equipment needed for students with disabilities.
- Maintain confidential and comprehensive files and records.
- Work with students and local employers to facilitate student access to local employment.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- 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:

Education:

- Equivalent to an associate degree with coursework in social services, education, or a related field.

Experience:

- Three (3) years of increasingly responsible experience providing support to a comprehensive student education or services program, social services program, or a related field.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

Positions assigned to the Connect2Success Center are required to communicate continuously over the telephone for the duration of their designated shift.

ENVIRONMENTAL CONDITIONS

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