**MIRACOSTA COLLEGE**

CLASS TITLE: CAREER STUDIES & SERVICES INTERNSHIP AND TECHNICAL SPECIALIST

**BASIC FUNCTION:**

Under the supervision of the Career Studies & Services Coordinator, assist with the internship and cooperative work experience program. Act as lead for technical aspects of program including: complex internship database management for student search and employer posting; on-demand internship/co-op class section creation and online education components; and compliance of Title 5 required documentation. Planning and implementing student, alumni, employer and commun­ity services in the Career Center for experiential education such as internship and job fairs; perform administrative support and related duties as assigned.

**REPRESENTATIVE DUTIES:**

1. Maintain on-campus employ­ment and internship database and assist community members, employers, and campus departments with developing and posting positions; assist students with preparing for obtaining employment or internships, on-campus or off campus; facilitate student, faculty, employer, and administator use of databases and programs for obtaining metrics. *(E)*
2. Develop and maintain proactive relationships with local employers, city and county govern­ments and community groups in order to build employer database, solicit job and internship postings and funding opportunities; liaison with employers and disseminate information regarding posting jobs and internships, archive positions as needed. Solicit participation in Career Center services and events; develop and maintain mailing and contact lists. *(E)*
3. Lead transition to and maintain complex employer tracking and job postings databases; ensure database integrity and maximize automatic processes to reduce manual data entry and increase communica­tion with employers; serve as the functional specialist for database software evaluation, development and enhancements; train other employees on database usage and function­ality. *(E)*
4. Receive and process student internship applications; verify discipline-specific required course completion of each applicant; solicit, follow-through, and document faculty recommendations for each applicant. *(E)*
5. Inquire whether recommending faculty are interested/available to teach; verify department/dean approval of faculty to teach; verify faculty LHE and collect and check required internship documentation. *(E)*
6. Create new internship studies and co-op sections in SURF; update and maintain CMS (Blackboard and Canvas) shells for experiential education classes. *(E)*
7. Evaluate, maintain and teach technical programs designed to assist students with career exploration, career assessment, job readiness, professional networking and workplace competency skills. *(E)*
8. Develop, analyze and prepare data analytics reporting for experiential education courses. *(E)*
9. Assist with researching, developing and writing materials such as news releases, fact sheets, flyers, bro­chures, newsletters, presentations and speeches especially as they relate to internships; develop and implement distribution strate­gies; update and maintain website and social media accounts; represent the Career Center at job and internship fairs and community outreach events. *(E)*
10. Assist with coordinating logistics of job and internship fairs and Career Center student/employer events, including liaison with employers, vendors and sponsors; work with campus facilities, campus security and other departments; order food, materials and supplies; troubleshoot and pro­actively resolve event-related issues; prepare and produce promotional materials including flyers, invitations, programs, promotional presentations and publications. *(E)*
11. Develop and conduct student and employer surveys, studies and analyses to track student placements; internship progression, completion and satisfaction; identify need for new programs and services and evaluate the effectiveness of current programs; may assist in assessing student area outcomes; prepare routine statistical records and reports. *(E)*
12. Provide administrative assistance to the Faculty Director, Career Studiesn & Services Coordinator and department staff; maintain a variety of standard office and specialized records and files; maintain spreadsheets and databases; generate sensitive and complex reports, documents and personnel documentation using advanced word processing; process purchase requisitions and monitor budgets. *(E)*
13. Assist in the day-to-day operation of the Career Center; provide back up for front-desk coverage; assist students with exploring career interests and occupational choices; refer students to appropriate work­shops, placements and/or employment-related community resources.
14. Assist with back up of the day-to-day operation of the Career Center and department programs; assess students, alumni and community members for employment readiness, career interests and occupational choices and service needs; schedule students for counseling appointments, workshops, orientations and special events to prepare them for the job application, interview and work process; develop, maintain and manage the Career Center’s resources including access to computers, employment and career informa­tion, employment trends, emerging careers and educational requirements.
15. May provide work direction to student and temporary workers.
16. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

Career Studies and Services programs, services, goals, objectives, policies, procedures and practices.

Career and occupational resources, trends and opportunities.

Common student needs, issues and concerns regarding careers and employment.

Research methods and data analysis techniques.

State, federal and district employment and work study rules, regulations and other applic­able laws.

Practices, concepts and techniques used in customer service.

Principles, methods and practices applicable to the design and implementation of public relations, community outreach and marketing programs.

The district’s technical and recordkeeping systems, including appointment setting (SARS) and accessing student information and class creation (SURF), as well as CMS (Blackboard and Canvas).

Modern office practices, procedures and equipment including computers and applicable database and software programs.

Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.

Basic principles and practices of employee supervision.

District human resources policies and labor contract provisions.

ABILITY TO:

Assign and review the work of student workers and temporary staff.

Assist in planning and implementing department programs and activities.

Assist with overseeing the day-to-day operations, maintenance, activities and services of a community college career center.

Coordinate, manage and use automated systems for posting jobs and internships and contacting potential, archived and active employers.

Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.

Set priorities and exercise independent judgment within areas of responsibility.

Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.

Track statistical information utilizing complex spreadsheets and databases.

Understand, interpret, explain and apply applicable laws, codes and regulations.

Present proposals and recommendations clearly, logically and persuasively.

Operate a computer and standard business software.

Maintain confidentiality of district and student files and records.

Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.

Represent the district effectively in public settings.

Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from an associate degree program and one year of related work experience in career services; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Work direction to student workers and temporary support staff.

**CONTACTS:**

District administrators, faculty, staff, students, employers, community organizations and the general public.

**PHYSICAL EFFORT:**

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occa­sional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district business; ability to work at a computer station for extended periods on an as-needed basis, involving light, repetitive use of hands, wrists and forearms; ability to view small-font words/ symbols on a computer monitor for extended periods.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established dead­lines and changing priorities.

**WORKING CONDITIONS:**

Primarily indoor office learning center or classroom environments; subject to frequent contact and interruptions by individuals in person or by phone; intermittent exposure to angry and/or verbally aggressive individuals; may be required to work evening hours on an as-needed basis; may work at any district location.