

**STUDENT SERVICES SPECIALIST**

| **Reports to:**  | Director or Program Supervisor |  |  |
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| **Dept:** | Varies | **Range:** | 21 |
| **FLSA:** | Nonexempt | **EEO:** | Paraprofessional/Technical |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, assist with the planning and implementation of a specialized area of Student Services; assist with student intake and provide specialized program information, assist­ance and advice to students regarding college programs and services or direct students to appropriate resources; coordinate with other student services and instructional departments; provide support to at-risk student populations; assist with events and may take the lead in planning certain events; perform administrative support and input program-specific information into databases and computer systems; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

A Student Services Specialist is differentiated from a Student Services Coordinator in that an incumbent in the latter class has lead-level responsibilities and a higher level of independent program support duties.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Assist in the day-to-day operation of a student services program or department; participate in front-desk coverage and screen students for program and services; assist students with understanding and completing matriculation requirements, applications and/or forms; assist students with course, transfer and career research using both online and print resources; answer routine questions and explain program or service processes, procedures, rules and guidelines; screen student needs for Counselors and schedule student counseling appoint­ments; assist students in accessing student services such as enrolling in program, setting up tests, attending workshops and accessing materials.
2. Deliver orientations and/or presentations to current and prospective students, faculty and staff, parents, high school counselors, community organizations and other colleges and educational institutions; represent the college, department or program at events, such as college and job fairs, orientation programs, community events and outreach events targeting program-specific populations; conduct program-specific workshops and classroom presentations; develop and maintain relationships with community partners.
3. Coordinate logistics of major events, including liaison with event participants, vendors and sponsors; work with campus facilities, campus security and other departments; order food, materials and supplies; troubleshoot onsite, proactively resolving issues; assist in identifying and recruiting speakers; prepare and produce promotional materials including flyers, invita­tions, programs and publications.
4. Administer student assessment and placement testing; assess student records; review test results, transcripts and course equivalency information, graduation articulation requirements and transfer information; provide students with routine transfer information including dead­lines, restrictions and articulation agreements; assist students in preparing applications.
5. Serve as the functional specialist for program-specific electronic databases and programs; facilitate student, faculty and staff use of systems and programs; track and input program statistical and student data into appropriate systems and maintain and update student files and records; prepare routine statistical records and reports; develop and conduct studies and analyses to identify need for new programs and services and evaluate the effectiveness of current programs; may assist in assessing student area outcomes in applicable programs.
6. Provide administrative assistance to the Director, Program Supervisor and Counselors; submit personnel requisitions; train new student and temporary workers; 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.

**As Assigned to CARE Program**

1. Assist in the day-to-day operation of the Campus Assessment, Resources & Education (CARE) Program, including the food pantry and related services at the Oceanside Campus, San Elijo Campus, and Community Learning Center; assist students with understanding and completing requirements, applications and/or forms that address basic needs and holistic student wellness; screen student needs for various CARE team members; assess student records when applicable to CARE program services; provide students with information including dead­lines and restrictions of on- and off-campus resources; assist students in preparing applications such as CalFresh/EBT and other related services.

### OTHER DUTIES:

1. Develop communication tools to student services including posters, social media and any tools used on campus to promote activities.
2. Prepare and administer budgets for specific events as assigned; authorize expenditures according to established guidelines.
3. May provide work direction to student and temporary workers.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Student services program goals, objectives, policies, procedures and practices.
2. College course prerequisites and matriculation policies.
3. Practices, concepts and techniques used in customer service.
4. Office administration practices and procedures.
5. Procedures followed in administering and scoring standard and other academic tests and recording and reporting test results.
6. The district’s student recordkeeping systems, including appointment setting and accessing student test information as applicable to area of assignment.
7. Modern office practices, procedures and equipment including computers and applicable software programs.
8. District organization, operations, policies and objectives applicable to assigned area of student services.
9. Applicable federal, state and local laws, rules and regulations.
10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
11. Basic principles and practices of employee supervision.
12. District human resources policies and labor contract provisions.

As Assigned to CARE Program

1. Resources and support available to students both on- and off-campus.

### ABILITY TO:

1. Assign and review the work of student workers and temporary staff.
2. Assist in the planning and implementation of programs and activities in assigned Student Services area.
3. Screen for and schedule counseling appointments.
4. Oversee the day-to-day operations, maintenance, activities and services of a community college student service center.
5. Coordinate, manage and use automated systems for maintaining and reporting test results for various tests.
6. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
7. Set priorities and exercise independent judgment within areas of responsibility.
8. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
9. Track statistical information utilizing complex spreadsheets and databases.
10. Understand, interpret, explain and apply applicable laws, codes and regulations.
11. Present proposals and recommendations clearly, logically and persuasively.
12. Operate a computer and standard business software.
13. Maintain confidentiality of district and student files and records.
14. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
15. Represent the district effectively in public settings.
16. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
17. 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 closely related work experience in student services; or an equivalent combination of training and experience. A bachelor’s degree is preferred and may be required to advance to higher levels in the class series.

### 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, other educational institutions, community organizations and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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 appropriate 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.