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| **TRANSFER CENTER SPECIALIST** | | | |
| **Reports to:** | Director, Transfer Center/Counselor |  |  |
| **Dept:** | Transfer Center | **Range:** | 21 |
| **FLSA:** | Nonexempt | **EEO:** | Professional/Nonfaculty |

*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, serve as the liaison office between high schools, colleges and uni­versities regarding student admission policies and transfer requirements; assess student needs through a triage process in order to provide service or direct students to appropriate resources; coordinate and plan events; provide and disseminate new and changing transfer information and requirements to students, faculty and counseling staff; provide lead-level direction to part-time student and administrative staff and provide advanced administrative support for the Director; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

A Transfer Center Specialist is required to follow all transfer center guidelines regarding Transfer Center Support Staff as stated in the joint publication of the California Community College System Office and the California Community College Transfer Center Directors Association.

### 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. Participate in selecting, training and providing day-to-day lead work direction to part-time student aides and administrative support staff; assign and monitor work for completeness, accuracy and conform­ance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/ legal/regula­tory requirements; provide input to supervisor on employee work performance and behav­iors; assist in ensuring a fair and open work environment in accordance with the district’s mission, goals and values.
2. Assist in the day-to-day operations of theTransfer Center; coordinate, assign and participate in front-desk coverage; assist students with transfer research using both online and print resources; assist students with university applications; answer routine questions and explain transfer procedure, appeals process and other routine transfer-related rules and guidelines; screen student needs for Counselors and schedule student transfer counseling appoint­ments; create and maintain SARS grid for appointment and drop in schedule.
3. Interface and disseminate information internally and externally to current and prospective students, faculty and staff, parents, high school counselors, and transfer institutions; coor­dinate efforts with university partners and schedule college-wide events, such as college fairs, admission representative visits and a variety of workshops; coordinate and schedule individual appointments with representatives from four-year universities such as CSUSM, UCSD, and SDSU; work with baccalaureate-level universities to monitor, track and maintain collaborative transfer programs such as the Transfer Admission Agreements (TAAs) or UC Transfer Admission Guarantee (TAG), dual admissions, university outreach, and cross-enrollment activities.
4. Coordinate logistics of major events; identify and liaison with event participants, vendors and sponsors; negotiate prices and serve as lead event coordinator both in preparation and during the event; work with campus facilities, campus security and other departments; creatively troubleshoot onsite, proactively resolving issues; assist in identifying and recruit­ing speakers; prepare and produce promotional materials including flyers, invita­tions, programs and publications.
5. Serve as the functional specialist for Transfer Center electronic databases and programs; facilitate student, faculty and staff use of systems and programs including ASSIST; maintain and disseminate the resource library of transfer-related materials, including college catalogs, honor scholar program information, transfer guides, articulation information, transfer agree­ments and guarantees, four-year college and university application information and assist­ance, and other transfer-related materials at the OC, SEC and the Transfer Center web page and portal.
6. Provide administrative assistance to the Director and Counselors; maintain a variety of standard office and specialized records and files; track and update statistical data; maintain spreadsheets and databases; generate sensitive and complex reports, documents and personnel documentation using advanced word pro­cess­ing; provide staff with information regarding pay, absences, benefits, etc.; process purchase requests, travel requests and other financial documents.

### OTHER DUTIES:

1. Develop communication tools to publicize Transfer Center activities to the campus, including posters, social media and any tools used on campus to promote activities.
2. Participate in classroom presentations and transfer workshops.
3. Represent the college in community and student outreach events.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Transfer Center program goals, objectives, policies, procedures and practices.
2. Application, acceptance and appeals timelines, requirements, processes and procedures for a variety of public and private colleges and universities.
3. College course prerequisites and matriculation policies.
4. Practices, concepts and techniques used in customer service.
5. Office administration practices and procedures.
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. Applicable federal, state and local laws, rules and regulations.
9. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
10. Basic principles and practices of employee supervision.
11. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Assign and review the work of student workers and lower-level staff.
2. Oversee the daily operations of the Transfer Center.
3. Screen for and schedule counseling appointments.
4. Assist in transfer-related research and evaluation.
5. Maintain current knowledge of transfer requirements and guidelines issued by the California Community College System Office and the California Community College Transfer Center Directors Association.
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. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree, and at least three years of progressively respons­ible administrative support experience and experience in the college transfer process; 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:**

Student aides and lower-level administrative support staff.

**CONTACTS:**

District administrators, faculty, staff, students, other colleges and educational institutions, 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 a variety of 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.