

MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT

SALARY SCHEDULE: Unit A

SALARY RANGE: 79

CLASS TITLE: STUDENT SERVICES PROGRAM SPECIALIST

BASIC FUNCTION:

Under the direction of the CalWORKs/CARE Coordinator, performs a variety of complex technical duties in CalWORKs. The Student Services Program Specialist maintains frequent contact with co-workers, counselors, faculty, students, various departments and outside agencies.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plans and coordinates program activities; participates as directed in the formulation, development and implementation of appropriate policies and procedures for the assigned specialized student service; communicates with instructors, administrators, other staff and outside agencies to coordinate and implement programs and exchange information

Conducts informational workshops regarding programs and services; participates in outreach activities to promote educational opportunities and services available in assigned area

Provides technical information and expertise to students, instructors and others in an assigned area of Student Services; works with students, instructors, and staff to understand students' academic needs and progress; demonstrates and assists student with the use of specialized equipment and materials

Oversees and coordinates the processing of a variety of documents and maintains various records and files related to assigned area

Contacts and interviews by telephone and in person students, faculty, staff and various outside agencies, to obtain data related to assigned area for data collection purposes

Maintains a computer database; input and downloads data from computer database; gathers, compiles, tracks and analyzes pertinent data and statistics; prepares and maintains a variety of narrative and statistical records and reports related to program activities and effectiveness.

Develops and drafts correspondence and reports independently

Trains and provides work direction and guidance to others as directed

Operate a variety of office equipment including a copier, fax machine, computer and assigned software, drive a vehicle to conduct work

Attend and participate in various meetings as assigned

OTHER DUTIES:

Performs related duties as assigned

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

District policies and procedures related to assigned activities

Applicable Federal and State labor laws and regulations including EEO, ADA, and Affirmative Action preferred

Federal, State and local laws governing TANF and CalWORKs eligibility, services and/or local and regional agencies involved in providing job training programs and services preferred

Operation of a computer and assigned software

Oral and written communication skills

Interpersonal skills

Modern office practices, procedures and equipment

Record keeping techniques

Interpersonal skills using tact, patience and courtesy

ABILITY TO:

Initiate direct contact with others

Compile, organize and analyze statistical data and generate reports

Meet schedules and time lines

Review situation accurately and determine appropriate action according to established guidelines

Work effectively with diverse staff and student populations

Work independently with little direction

Plan, organize and prioritize work

Understand and follow oral and written directions

Understand scope of authority in making independent decisions

Establish and maintain effective working relationships with others

EDUCATION AND EXPERIENCE:

Two years related college-level course work and/or a minimum of two years increasingly responsible training or experience in student services; preferably in CalWORKs

LICENCES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment

Driving a vehicle to conduct work

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard

Seeing to read a variety of materials

Sitting or standing for extended periods of time

Hearing and speaking to exchange information