

STUDENT SERVICES PROGRAM SPECIALIST I

DEFINITION

Under general supervision, provides a variety of support services for students in various areas to facilitate students' access to education and training; facilitates duties such as testing accommodation, in-classroom scribing, proctoring, furniture accessibility, interpreting and captioning, matriculation, admissions, application, case management, and self-sufficiency services; provides information and assistance to students regarding program eligibility, applications, registration, student records, and admissions; identifies student needs and refers students to other campus or community resources, as appropriate; provides assistance for a variety of assignments related to the administration of program projects and services.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. May receive technical and functional direction from Student Services Program Specialist II. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the first of two levels in the Student Services Program Specialist class series. Initially under more direct supervision, incumbents with general administrative experience perform more basic duties in support of the assigned program. This class is distinguished from the Student Services Program Specialist II in that the latter performs a broader range and more complex program support and/or a specialized function related to the area of assignment, program, or department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assists with coordinating program activities; monitors requests and schedules students for program services and keeps records of schedule changes.
2. Communicates with instructors, counselors, administrators, other staff, faculty, and outside agencies and community groups/partners to obtain and exchange information.
3. Schedules informal workshops, informational sessions, and program orientations for new or prospective program participants and parents regarding assigned program and services; participates in outreach activities to promote educational opportunities and services available in assigned area; assists in developing program informational materials.
4. Provides technical information to students, instructors, counselors, and others in the assigned program; works with students, counselors, instructors, and other staff to address students' needs and their progress within the assigned program; advocates for the student to other services providers.
5. Contacts and interviews by telephone, or in person, students, parents, faculty, staff, and various outside organizations to obtain data related to the assigned program for informational, data collection, and report development purposes.

6. Maintains accurate spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information; processes a variety of documents related to the assigned student service area; maintains various records and files.
7. Inputs into, maintains, and downloads data from a computer database; gathers and compiles pertinent data.
8. Answers questions from and provides support services to students and visitors regarding program eligibility, requirements, registration, student records, and other policies and procedures.
9. Verifies and reviews forms for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
10. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files; composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
11. Screens calls and visitors; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to basic complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable codes, regulations, policies, technical processes, and procedures related to the program to which assigned.
3. Basic principles and practices of data collection.
4. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
5. Modern office practices, methods, and computer equipment and applications related to the work.
6. Record keeping principles and procedures.
7. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
8. English usage, spelling, vocabulary, grammar, and punctuation.

9. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform responsible clerical and technical support work with accuracy, speed, and general supervision.
5. Understand the organization and operation of the College, the assigned program, and of outside agencies as necessary to assume assigned responsibilities.
6. Summarize and present clerical and technical information and data in an effective manner.
7. Effectively represent the College in meetings with community groups and individuals.
8. Make accurate mathematical and basic statistical computations.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Organize own work, set priorities, and meet critical time deadlines.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college in a related field; and
2. One (1) full time equivalent year of experience in providing support for a program.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

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 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. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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

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