

TRANSFER SPECIALIST

DEFINITION

Under general supervision, develops, promotes, implements, and provides student support services to transfer students; coordinates university representative visits, transfer workshops and presentations, college fair, and other events; acts as a liaison to provide students with resources of assigned program to aid in furthering their education and successfully transferring to four-year universities and colleges; provides information to students, faculty, and other District staff; provides assistance for a wide variety of assignments related to the development and implementation of assigned programs, projects, and services.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Career and Transfer Services. Exercises no direct supervision of staff. May provide technical and functional direction and training to student workers.

CLASS CHARACTERISTICS

This classification is responsible for performing specialized program implementation and outreach tasks in support of transfer services programs. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and outside organizations. Incumbents at this level perform the full range of duties as assigned, working independently, and exercising a higher level of judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from other student services classifications in that it provides focused and specialized assistance to transfer students requiring a greater level of training and skill.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Meets with students on a one-on-one basis to identify and evaluate transfer interests; advises students on university/college transfer requirements, applications, admissions essays, and course planning; evaluates transcripts, classes, and grade point averages (GPA) in order to advise students.
2. Coordinates university representative visits, workshops, presentations, and events.
3. Organizes, schedules, and chaperones university/college campus tours and admission presentations; makes transportation and lodging arrangements for trips.
4. Markets upcoming programs, services, and events through various communication venues and social media; develops flyers, brochures, programs, and other marketing materials.
5. Coordinates and conducts workshops and presentations on various topics related to transfer programs; creates, develops, and revises workshop materials, handouts, and packets.

6. Oversees and schedules activities of the Career and Transfer Center; maintains library of resources.
7. Facilitates presentations to students to provide information about transfer to four year universities and colleges.
8. Assists with development, implementation, and marketing of transfer admission agreements and programs with California State University, University of California, and other universities/colleges.
9. Attends and participates in program-related community activities, advisory boards, and professional conferences and meetings concerned with the development and implementation of assigned programs and/or projects.
10. Compiles information and data for various reports; checks and ensures accuracy of the data.
11. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
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 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. Principles, practices, and service delivery needs related to the development and implementation of transfer programs.
3. Admissions, transfer, and application requirements, policies, and procedures of various in-state and out-of-state universities and colleges.
4. Procedures for planning, implementing, and maintaining a variety of presentations, activities, and programs.
5. Research and reporting methods, techniques, and procedures.
6. Principles and practices of data collection and report preparation.
7. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
8. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
9. Record keeping principles and procedures.
10. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
11. English usage, spelling, vocabulary, grammar, and punctuation.

12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

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. Plan, implement, and coordinate assigned program services, projects, and activities.
5. Prepare outreach activities, brochures, reports, and other related program materials.
6. Provide sound advice and coaching to students related to transfer services.
7. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
8. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Bachelor's degree from a regionally accredited four-year college or university with major coursework in education, social science, human services, or a related field; and
2. At least one (1) year experience related to student services and/or in a transfer services center.

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, before groups, 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 20 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 occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023