

STUDENT SUPPORT SPECIALIST

DEFINITION

Under the direction of the assigned supervisor/manager, coordinate student success and support related programs, components and activities; assist in the planning, implementation and delivery of support programs and services associated with the college plans.

TYPICAL DUTIES

Oversee one or more college student support programs; provide coordination and planning for assigned program activities and events; and assist in conducting program review and strategic planning for the assigned college programs; ensuring compliance with and implementation of student services related regulations, policies, and procedures; gather and maintain data and statistical information in an effort to ensure appropriate services are provided to students in compliance with district and state regulations, policies, and procedures; participate in recommending and monitoring systems to provide and track support services to students; budget development and coordination and preparation of the required state and district reports; attend college, district, and department meetings in an effort to assist in ensuring coordination of support services and follow-up activities; communicate with and advise students to move them through the Steps to Success and core services of assessment and educational planning; assist students in their academic career by providing them referrals and resources to meet their educational and vocational career objectives; present activities to connect students to college programs and services; develop, coordinate and conduct workshops and activities, including subjects such as entering students coming directly from high school, students transferring to a four year university, financial literacy and other related subjects; assist in planning and coordinating follow-up and retention activities for at-risk students including those on probation and dismissal; prepare appropriate forms of communication regarding career education events, activities, programs, and initiatives for dissemination to college personnel and students; assist with the development and presentation of professional development activities for faculty and staff to support student success; assist in the recruitment, training and oversight of temporary employees; perform related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of related experience in student services on a college campus or in a community agency that provides comparable services to students or diverse community members.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Completion of a Bachelor's degree from an accredited college or university, in an area related to the assignment. NOTE: Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Applicable policies, regulations, procedures and processes; applicable federal, state, and local laws and regulations; practices and trends in serving diverse and first-generation student populations; techniques of fact finding and interviewing; effective customer service skills; general student services procedures; organization, functions, and activities of a community college; the budget preparation process; principles of leadership; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; basic principles of leadership, oversight and training; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; computers, including word processing, spreadsheet, and presentation software, internet usage, and database management; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff, demonstrating understanding, sensitivity and respect; exercise initiative and good judgment; work as a member of a team; meet schedules and time lines; maintain accurate and complete records; interpret and applies applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; manage one's own time and the time of others; understand and carry out oral and written directions; read and understand information and ideas presented in writing; speak effectively to large and small groups; work successfully with diverse populations; accept assigned procedures toward completion of tasks as well as assign tasks to others and provide appropriate oversight including feedback; compile data and prepare reports; analyze and solve problems; make responsible decisions affecting students and student programs; effectively communicate college and district standards and procedures to students and the public; coordinate, plan, and schedule various activities and events; advise and guide large groups in organizational functions; operate office equipment including computers and supporting word processing, spreadsheet, database and other applications; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Computer, copier, printer, and other modern office equipment; other equipment common to the field to which the position is assigned.