



<b>Position: Student Success Specialist</b>	<b>Position Number:</b>
<b>Department/Site:</b> Academic Affairs	<b>FLSA:</b> Non-Exempt (Classified - CSEA)
<b>Reports to:</b> Academic Dean or Director	<b>Salary Range:</b> 34

### **BASIC FUNCTION:**

Under the direction of an assigned director or dean, serve as a specialist informing students about a full range of academic and student support by major/interest area. Working with other team members across the district, complete a variety of specialized duties that include: assist in retention/completion efforts; provide information regarding certificates, graduation, transfer and major requirements; inform on careers and preparation necessary for achieving career goals; and perform other related duties.

### **REPRESENTATIVE DUTIES:** E = indicates essential duties of the position.

- Facilitates assisting students through Program Maps and Meta Major exploration, provides information to groups of students and/or parents regarding: campus resources, technology services, clubs, policies and procedures, support services, and technology services. (E)
- Provides guidance related to college policies and procedures pertaining to Student Rights and Responsibilities.
- Assists in the retention and completion success of currently enrolled students. (E)
- Provides accurate and current information to students regarding requirements of state college and universities, university system campuses, and private institutions. (E)
- Provide information and collaborate with college support programs, including the Early Support Program,
- Explain program objectives and offerings.
- Conducts telephone follow-up calls, emails, texts as appropriate to reach “at-risk” or otherwise struggling students. (E)
- Reviews and prepares files, transcripts, correspondence and reports for eligibility and unit completion, assisting students in gathering records in preparation to meet with a Counselor.
- Compiles information and data for various reports; checks and ensures accuracy of the data. (E)
- Collaborates with college academic and student support services including Counseling, Admission & Records, Financial Aid, Panther Academic Support Services, Department of Supportive Programs and Services, EOP&S and other community agencies and internal programs and services to maximize resources and services to students as appropriate.
- Conducts a variety of outreach activities as needed and available; makes presentations regarding programs and services; develops community relationships.

### **KNOWLEDGE OF:**

- Transfer process, college policies, procedures and resources.
- Program and degree requirements.
- Laws, rules and regulations related to assigned activities.

- Student support services programs.
- Operation of a computer and assigned software.
- Adult learner resources and support strategies.
- Career and personality tests available to students as a resource tool.
- Interpersonal skills including tact, patience and courtesy.
- Record-keeping techniques.
- Effective oral and written communication skills.

#### **ABILITY TO:**

- Understand the transfer requirements of the UC, CSU, and private institutions. Learn and explain community college curriculum, placement procedures, course prerequisites, transfer process, and general education requirements.
- Assess student needs and make appropriate department and campus referrals. Perform a variety of responsible work involving independent decision-making.
- Understand and follow oral and written instructions.
- Demonstrate sensitivity to the needs and concerns of a diverse student population.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

#### **EDUCATION AND EXPERIENCE:**

Bachelor's degree and one-year experience in a student services or related function.

Experience working in community colleges, universities, high schools, or other educational settings directly serving student populations is desired.

Bachelor's degree in social/behavioral sciences is desired.

#### **PHYSICAL EFFORT:**

Dexterity in the use of fingers, limbs and body in the operation of office equipment. Travel between district locations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

#### **LICENSES AND OTHER REQUIREMENTS**

Valid California driver's license as required by position

#### **WORKING CONDITIONS:**

Office environment: May need to work out of various campus sites throughout the district, including Salinas, Castroville, Soledad and King City.