Position: Student Success Specialist

Position Number:

Department/Site: Academic Affairs

FLSA: Non-Exempt – (Classified CSEA)

Reports to: Academic Dean or Director

Salary Range: 34

DESCRIPTION:
Under the direction of an assigned academic 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

The following is a list of duties that are representative of the position and include, but are not limited to, the following:

- 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)
- 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 internal programs and services to maximize resources and services to students as appropriate.
• Develops information campaigns/website updates and email/text messages to direct students towards deadlines and steps towards completion. (E)
• May provide work direction to student workers.
• Attends, staff, and instructional meetings as needed.
• Maintains current knowledge of program regulations and requirements.
• Performs a variety of general clerical duties and responsibilities.
• Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

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.
• Oral and written communication skills.

Skills and Abilities 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:

Education:

• Bachelor’s degree and two years’ experience in a student services or related function. Bachelor’s degree in social/behavioral sciences is desired.

Experience:

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

- Office environment.

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

- 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