

# **PERALTA COMMUNITY COLLEGE DISTRICT**

## **CLASSIFIED JOB DESCRIPTION**

### **DISTRICT STUDENT SUPPORT SERVICES SPECIALIST (SEIU Local 1021 Salary Range 82) Job Code: 1019**

#### **CLASS PURPOSE**

The District Student Support Services Specialist position is a single class specification. Under the direction of the Associate Vice Chancellor for Student Services and Registrar or designee, performs professional work in the analysis, research, and preparation of reports in a broad range of student services areas. Performs related work as required.

#### **WORK SCHEDULE**

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

#### **DISTINGUISHING CHARACTERISTICS**

This class differs from other program and staff-related classes in its requirement of professional-level skills, knowledge, and abilities relative to assigned areas of responsibility in student services. Positions within this class will only be assigned at the District level.

#### **EXAMPLES OF DUTIES**

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Serves as a technical resource person performing project assignments in support of multiple student support services areas, including Admissions and Records, Financial Aid, Children's Centers, and other responsible areas of the supported administrator.
- Responsible for maintenance of complex records. Establishes and maintains file tracking systems, databases, records, and other documents resources for multiple student services areas.
- Provides technical assistance and direction in the implementation of office policies and procedures.
- Accesses, maintains, updates and interprets student records in the student information management system.

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- Serves as a functional and technical resource person for the District's online transcript ordering and processing system.
- Coordinates processing of official transcripts, and troubleshoots, researches and resolves issues related to online ordering of official transcripts.
- Updates and/or proposes content enhancements/revisions to assigned student services websites, handouts, brochures, catalogues, handbooks, and documents, as directed.
- Serves as liaison among student services faculty, classified staff, representatives of community agencies, high schools, colleges and the general public. Relays messages, answers questions online and in person, clarifies information, responds to requests, and resolves problems, as directed.
- Assists in the preparation, monitoring and tracking of budget allocations and expenditures as assigned in the Student Services areas. Maintains budget files, and prepares reports and records concerning department/program budgetary activities for management.
- Develops and recommends any modification to improve department performance, efficiency and effectiveness.
- May assist with MIS reporting for student services.
- Performs a variety of analyses utilizing multiple resources, including knowledge of applicable sections of Title 5, Education Code, FERPA, board policies and administrative procedures.
- Prepares reports with recommendations for action.
- Assists with the preparation and updates of policy and procedures documents and manuals.
- Prepares analyses indicating potential fiscal impact of actions taken.
- Solves a variety of problems encountered in the course of performing assigned duties.
- Acts as District liaison to the colleges.
- Communicates effectively, orally and in writing.
- Other related duties as assigned.

**MINIMUM QUALIFICATIONS**

1. Graduation from an accredited college or university and two years of college-level student services administrative support experience and/or any combination of training and experience that could likely provide the desired knowledge and abilities.
2. Demonstrated proficiency in the effective use of word processing, spreadsheet, database management, and presentation software programs (e.g. MS Office Suite programs), Internet and online administrative systems through personal computers.

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3. Ability to independently set up, monitor and track budgets and prepare reports.
4. Ability to organize and work independently.
5. Knowledge and ability to apply proper English usage, grammar, and punctuation.
6. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.

**DESIRABLE QUALIFICATIONS**

Knowledge of:

- concepts, techniques, procedures, and policies applicable to community college student services areas
- administrative and office procedures and practices
- research and analytical methods
- Ability to:
- Evaluate effectiveness of functions and operations
- Develop and evaluate alternatives for possible courses of action
- Prepare detailed reports and recommendations
- Establish and maintain cooperative relationships with others
- Communicate effectively, both written and oral

**ENVIRONMENTAL DEMANDS**

- Occasional work performed alone.
- Constant work around and with other people.

**PHYSICAL REQUIREMENTS**

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 25 lbs.
- Occasional pushing and pulling up to 40 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level

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- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

**TOOLS AND EQUIPMENT USED**

- Standard Office Equipment.

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Revised: N/A