

**PERALTA COMMUNITY COLLEGE DISTRICT - January 8, 2010**

**CLASSIFIED JOB DESCRIPTION**

**STUDENT SERVICES SPECIALIST  
(SEIU Local 1021 Salary Range 078)  
Job Code: 971**

**CLASS PURPOSE**

Under direction, performs professional work in the analysis, research, and preparation of reports in a broad range of student services areas. Performs related work as required.

*(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. In particular, this position differs from the Staff Assistant/Student Services position in the breadth of programs supported and the knowledge required. Positions within this class will only be assigned at the College level.)*

**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.

**EXAMPLES OF ESSENTIAL 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 Services areas.
- Offers Veteran Certification and services to Veterans that are eligible for the service; prepares reports for the Department of Veterans Affairs; and maintains a working knowledge of Federal and State regulations pertaining to the provision of educational benefits to veterans.
- Monitors and maintains VA Program and Counseling Department operational budgets, including personnel action forms, requisitions, supply invoices, etc.
- Coordinates and interfaces with vendors and consultants in order to help ensure successful execution of events, activities and programs; maintains project-related databases.
- Drafts correspondence for signature by the Vice President of Student Services.
- Provides support in the development and maintenance of counselor schedules. May assist students and the Counseling Department by making appointments for counseling using the available scheduling tools and software.

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- Updates and/or proposes content enhancements/revisions to assigned student services websites, handouts, brochures, catalogues, handbooks, and documents, as directed.
- Responsible for maintenance of complex records. Establishes and maintains file tracking systems, databases, records, and other documents resources for multiple student services areas.
- Serves as liaison among student services faculty, classified staff, representatives of community agencies, high schools and colleges, the general public, and the Vice President of Student Services. Relays messages, answers questions, clarifies information, responds to requests, and resolves problems, as directed.
- Monitors and tracks budget allocations and expenditures in Counseling, Veteran Services, Disabled Students programs, and other Student Services areas. Assists with budget preparation, maintains budget files, and prepares reports and records concerning department/program budgetary activities for management.

Other Job Functions

- Coordinate and organize a wide variety of college related events.
- 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 social science methodologies.
- Prepares reports with recommendations for action.
- Prepares policy and procedures manuals.
- Prepares analyses indicating potential fiscal impact of actions taken.
- Solves a variety of problems encountered in the course of performing assigned duties.
- Assists in the preparation of the budget for multiple student services program areas.
- Interfaces with a variety of agencies and organizations in the performance of assigned duties; serves as a public face for the College.
- Performs other related duties as required.

**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.
3. Ability to independently set up, monitor and track budgets and prepare reports.
4. Ability to organize and work independently.

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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, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

**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 people

**PHYSICAL REQUIREMENTS**

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 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
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

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**TOOLS AND EQUIPMENT USED**

- Standard Office Equipment.

Revised: July 13, 2011