

## **STUDENT SERVICES PROGRAM SPECIALIST II**

### **DEFINITION**

Under general supervision, provides a variety of complex technical and support services for students in various specialized areas to facilitate students' access to education and training. Incumbents in this classification may perform specific duties related to the particular program assignment. These may include performing or facilitating duties such as: testing accommodation, in-classroom scribing, proctoring, furniture accessibility, interpreting and captioning, matriculation, admissions, application, case management, and self-sufficiency services; provides information and assistance to students regarding program eligibility, applications, registration, student records, and admissions; identifies student needs and refers students to other campus or community resources, as appropriate; provides assistance for a wide variety of assignments related to the administration of program projects and services.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned managerial personnel. Exercises no direct supervision over staff. May provide technical and functional direction to support staff and student workers.

### **CLASS CHARACTERISTICS**

This is the second of two levels in the Student Services Program Specialist class series capable of performing the full range of services in support of the assigned program, exercising independent judgment, and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Student Services Program Specialist I in that incumbents in this position perform a broader range and more complex program support and/or a specialized function related to the area of assignment, program, or department.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, coordinates, and evaluates program activities; participates in the formulation, development, and implementation of program policies and procedures for the assigned specialized student service; communicates with instructors, counselors, administrators, other staff, faculty, and outside agencies and community groups/partners to coordinate, implement and evaluate the assigned program and to exchange information.
2. Schedules and/or conducts informal workshops, informational sessions, and program orientations for new or prospective program participants and parents regarding assigned program and services; participates in outreach activities to promote educational opportunities and services available in assigned area; assists in developing program informational materials.
3. Provides technical information and expertise to students, instructors, counselors, and

others in the assigned program; works with students, counselors, instructors, and other staff to address students' needs, barriers to education, personal, and family situations, and their progress within the assigned program; demonstrates and assists students with the use of computer applications, and materials; refers students to tutoring or counseling as needed; advocates for the student to other services providers.

4. Contacts and interviews by telephone, or in person, students, parents, faculty, staff, and various outside organizations to assess students' need for services and obtain data related to the assigned program for informational, data collection, and report development purposes.
5. Monitors requests for program services; utilizes case management approach; schedules services for assigned classes; schedules students for counseling sessions or interviews; keeps records of schedule changes; collects and processes timesheets from and feedback for individuals and specialists providing services on a contract or hourly basis.
6. Oversees and coordinates the processing of a variety of documents related to the assigned student service area; maintains and creates student files, various records, and other files.
7. Inputs into, maintains, and downloads data from a computer database; gathers, compiles, tracks, and analyzes pertinent data and statistics; prepares and maintains a variety of narrative and statistical records and reports related to program activities and effectiveness.
8. Gathers program data and provides reports in a timely manner to the appropriate funding source.
9. Maintains accurate and detailed spreadsheets, complex files, and records, verifies accuracy of information, researches discrepancies, records information, and monitors impact on program funding and budgets; archives and purges files and records in compliance with applicable regulations, policies, and procedures.
10. Answers questions from and provides support services to students and visitors regarding program eligibility, requirements, registration, student records, and other policies and procedures.
11. Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
12. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents; prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
13. Screens calls and visitors; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.

17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Prepares and delivers oral presentations related to assigned areas as required.
19. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable codes, regulations, policies, technical processes, and procedures related to the program to which assigned.
3. Research and reporting methods, techniques, and procedures.
4. Principles and practices of data collection and report preparation.
5. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
6. Computer applications used in the process of assisting students to attain their educational and training goals.
7. Modern office practices, methods, and computer equipment and applications related to the work.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform responsible administrative and technical support work with accuracy, speed, and general supervision.
5. Provide varied and responsible work requiring the use of tact and discretion.
6. Understand the organization and operation of the College, the assigned program, and of outside agencies as necessary to assume assigned responsibilities.
7. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
8. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
9. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and

local policies, procedures, laws, and regulations.

10. Effectively represent the College in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
11. Make accurate mathematical and basic statistical computations.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Organize own work, set priorities, and meet critical time deadlines.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Two (2) full time equivalent years of experience in providing technical program support for a program.

### **Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull

drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

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