

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Student Services Specialist	Range:	36
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for performing a variety of complex technical duties in a specialized area of Student Services such as registration, record maintenance, EOPS, adult education, disabled student services, student placement, and counseling services.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Plans and coordinates program activities; participates as directed in the formulation, development and implementation of appropriate policies and procedures for the assigned specialized student service; communicates with instructors, administrators, other District staff and outside agencies to coordinate and implement programs, resolve conflicts and exchange information.
2.	Conducts informational workshops regarding programs and services; participates in outreach activities to promote educational opportunities and services available; works with social services agencies to promote awareness of assigned student service.
3.	Oversees and coordinates the processing of a variety of documents related to the assigned specialized student service; assists students with application process for programs, services, and university transfers; assures the availability of specialized equipment or services for special needs students.
4.	Provides technical information and expertise to students, instructors and others in an assigned area of Student Services; serves as peer counsel to students; works with students, instructors, administrators and staff to understand students' academic needs and progress.
5.	Maintains various records and files related to assigned area; inputs and downloads data from computer database; gathers, compiles and analyzes pertinent data and statistics; prepares and maintains a variety of narrative and statistical records and reports related to program activities and effectiveness.
6.	Prepares and maintains program ledgers and reconciles budgets; monitors and records program administration, personnel, supply and equipment expenditures; prepares deposits and arranges for transport to bank.
7.	Trains and provides work direction and guidance to others as directed.
8.	Maintains current knowledge of legal requirements, procedures and policies used in providing student services.
9.	Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	Performs related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Student Services Specialist maintains frequent contact with co-workers, counselors, faculty, students, various departments and outside agencies.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college-level course work
Minimum two (2) years increasingly responsible training or experience in student services
Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives
Knowledge of applicable sections of State Education Code and other applicable laws
Knowledge of organization, policies, and rules of assigned department or program
Knowledge of modern office practices, procedures and equipment
Knowledge of local, State and Federal laws applicable to assigned programs
Knowledge of specialized equipment used to communicate with blind and hearing-impaired individuals
Knowledge of District rules and regulations governing participation in financial aid and other government sponsored programs as assigned
Knowledge of the basic principles of bookkeeping
Knowledge of record keeping techniques
Ability to operate a variety of office equipment such as calculator, computer, copier, etc.
Ability to prepare budgets and financial reports
Ability to compile, organize, and analyze statistical data
Ability to work confidentially with discretion
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to work independently with little direction
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to understand scope of authority in making independent decisions
Ability to review situations accurately and determine appropriate action according to established guidelines
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

May require a Valid California Driver's License

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WORKING CONDITIONS

College or District office environment; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
