



SCHOOL RELATIONS SPECIALIST

SALARY GRADE: [C1-46](#)

DEFINITION:

Under the supervision of an assigned administrator, the School Relations Specialist will provide expertise, design and delivery of services to high schools and community organizations to recruit new students for Foothill College or De Anza College. The School Relations Specialist will be responsible for all high school and concurrent enrollment, special program enrollments and coordination of all outreach services to high schools, regional occupational programs and adult schools for the purpose of providing informational workshops, parent nights and other similar programs of recruitment. It is the School Relations Specialist responsibility to coordinate all aspects of operational level duties in ensuring all enrollments for Foothill or De Anza classes offered at high schools and other community locations is implemented and accounted for as per Title V.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Perform a variety of duties to assist students, instructors, administrators and the general public; providing technical information and assistance regarding applying to Foothill College or De Anza College, enrolling, special and concurrent enrollment, monitoring student status in Banner; communicating and expediting resolution to student problems, providing information and guidance to students for special circumstances and residency status.
2. Compile and organize data for statistical reports and surveys, maintains current knowledge of legal requirements and State mandates, technological advancements and techniques used to provide services to students; and learns and applies technology as necessary to perform duties in an efficient, organized and timely manner. .
3. Provide outreach and recruiting services to middle and high schools, regional occupational programs and adult ed. Counsel students and parents about Foothill College or De Anza College, participate in county College Nights, schedule campus tours and work closely with high school counselors and principals to ensure current and detailed information is communicated about Foothill or De Anza programs.
4. Coordinate all enrollment services including applications, registration, permission slips, residency interpretation and other related details for all concurrent enrollment students, students taking Foothill or De Anza classes off-site and other specialized registration.
5. Problem solve difficult and complex registration issues involving concurrent enrollment students and students taking classes off-site; investigate holds, payment errors, and other enrollment issues.
6. Communicate through email, phone, in-person and in meetings with administrators, faculty and staff to resolve issues and concerns and exchange information regarding enrollment, registration, fee payment, residency status, etc. for classes offered off-site and for concurrent enrollment students; collaborate directly with, Counseling, Financial Aid, Assessment, Extended Opportunity Programs and Services (EOPS), Disability Resource Center (DRC), Disability Support Programs and Services (DSPS) and academic departments as needed to ensure currency and relevancy of all services and programs and that information provided to the community is accurate.
7. Coordinate aspects of all college-wide outreach programs and activities such as Day on the Hill, New Student Orientation, Parents Night, Welcome Week and other similar events.
8. Collaborate directly with Counseling, Financial Aid, Assessment, EOPS, DRC, and academic departments as needed to ensure students on both campuses and the FHDA Education Center, have access to all services and programs and that information provided to the community is accurate.

9. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Title V regulations, Ed Code, Financial Aid as it relates to enrollment services.
2. Federal, State and District policies as they apply to student services.
3. Board Policies as they apply to these areas.
4. Data collection and basic research principles and practices.
5. Understanding of enrollment services and how it assists students.
6. Strong presentation skills.
7. Knowledge of the mission of the California Community Colleges; Federal and California legislation, laws, regulations; processes and shared governance.
8. Principles and practices used to establish and maintain files and information retrieval systems.
9. Interpersonal skills using tact, patience and courtesy.
10. Office procedures, methods and equipment including computers and applicable software applications such as MS Word, Excel and Outlook and other information systems and databases.
11. English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Maintain collegial relationships with those contacted in the course of work, communicate effectively both orally and in writing with the public and the college community and participate in meetings.
3. Understand, interpret and apply administrative and office policies and procedures as well as pertinent laws, regulations and ordinances.
4. Communicate effectively both orally, in writing and in the use of social media.
5. Establish and maintain cooperative and effective working relationships with others.
6. Maintain records and prepare reports.
7. Train and provide work direction to student employees.
8. Perform a variety of general operational duties as required; answer phones, schedule appointments, provide assistance to students, answer questions from the general public and prepare letters and reports.
9. Work independently.

Education and Experience

Any combination equivalent to:

1. Associate Degree.
2. Two (2) years of increasingly responsible administrative and programmatic experience.

Preferred qualifications:

1. Bachelor's degree.
2. Two (2) years demonstrating responsibility of decision-making.
3. Experience working with diverse student populations, especially those that represent the core mission groups of the college: Basic Skills, Transfer, and Workforce Development.
4. Bilingual.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Driving a vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and/or on the telephone as well as making presentations..
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to view computer monitor and read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: September 2013; Revised: December 2013
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