



STUDENT AFFAIRS SPECIALIST

SALARY GRADE: [C1-52](#)

DEFINITION:

Under the direction of an assigned administrator, perform administrative and triage services for student affairs with a high level of discernment; develop and analyze data and perform complex analysis and reporting typically with College-wide or District-wide reports; perform complete segments of an assigned program or function; perform research and special projects for assigned area; implement and oversee program or task elements related to assigned function; assist managers with a broad range of reports, schedules, and student affairs related activities.

This position differs from other senior administrative support positions in that it has regular interactions with students as the first point of contact to address, respond to, direct, and triage student issues and challenges, often including emotional or psychological problems, concerns, trauma, or crisis requiring the ability to assess, deescalate, and refer, and to document, follow up, track, and maintain records of student issues. The incumbent shall serve as a lead for case management in coordinating the needs of students who present complex problems/concerns in areas including but not limited to: academic, health and wellness, psychological, economic, conduct, family relationships and social adjustments through appropriate interventions, referrals and follow up services. Liaise with outside providers to connect students with support regarding issues and concerns. Assist the college in meeting its commitment to global, cultural, and social awareness through the praxis of equity and social justice.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

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

1. Serve as the lead in assisting the dean or program coordinator/director with regard to student affairs and related areas; maintain and manage confidential records and documents.
2. Analyze, plan and coordinate activities related to an assigned program or activity; resolve a full range of issues pertaining to a variety of administrative aspects of campus events, activities and programs; coordinate with faculty and other staff.
3. Assist and respond to students presenting concerns, problems, or trauma....
4. Coordinate the development and revision of policies and protocols; make recommendations.
5. Serve as an expert in all aspects of academic coaching strategies in order to assist students with academic and personal concerns reporting periodically to an assigned administrator to resolve issues, provide reports and assure program objectives and policies are properly implemented; train others as assigned; coordinate daily operations.
6. Assist in the preparation of correspondence related to judicial matters.
7. Prepare and monitor reports based on special projects; research and analyze topics related to assigned program; develop and analyze data.
8. Organize, schedule and assist in the facilitation of the weekly meetings; attends various committee meetings; prepare agendas and draft minutes as needed.
9. Assist with coordinating activities related to student mental health and awareness; assist students, parents and others regarding forms; provide information to the public; interact with broad constituencies to coordinate, facilitate and communicate assigned activities.

10. Serve as a resource to others for data, research, special projects, schedules and other information pertaining to the assigned area.
11. Participate as a member of the case management team; collect, organize, and evaluate information associated with student cases; follow-up on cases as needed.
12. Coordinate related training for assigned tasks for faculty, staff and students; maintain records regarding assigned activities; coordinate schedules, integrate activities with other parties-at-interest and schedule facilities.
13. Operate a computer utilizing standard and functional-related software and a variety of office equipment; develop and update systems including but not limited to case management and online incident reporting.
14. Develop and implement marketing and outreach strategies for assigned tasks; design and write promotional materials, correspondence, reports and other documentation.
15. Perform complex research assignments providing written reports and utilizing spreadsheets and sophisticated software to provide graphs, charts and tables; provide analysis and interpret results.
16. Participate in and oversee financial records; monitor budgets.
17. Maintains up-to-date knowledge of current policies, procedures and regulations including compliance with state and federal regulations (i.e. Title IX, Americans with Disabilities Act, etc.).
18. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Organization, rules, regulations and programs related to an assigned office or function.
2. Applicable sections of State Education Code and other applicable laws.
3. District organization, operations, policies and objectives.
4. Case management.
5. Operation of a computer and related software; understand data entry techniques.
6. Financial and statistical record-keeping techniques and analysis.
7. Budget and grant monitoring and control.
8. Modern office practices, procedures and equipment.
9. Telephone techniques and etiquette.
10. Correct English usage, grammar, spelling, punctuation and vocabulary.
11. Interpersonal skills using tact, patience and courtesy.

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. Perform complex analysis and reporting typically with College-wide or District-wide reports.
3. Perform a variety of administrative and program support activities.
4. Perform research and special projects for assigned area.
5. Manage sensitive and/or crisis situations.
6. Effectively apply de-escalation techniques in sensitive, challenging, or emotional situations.
7. Manage and maintain confidential records and documents; prepare reports.
8. Implement and oversee program or task elements related to assigned function; coordinate complex program components and activities.
9. Assist managers with a broad range of reports, schedule and activities.
10. Demonstrate excellent critical thinking skills and analyze situations accurately and adopt an effective course of action.
11. Compose independently or from oral instructions letters, memos, or other materials.

12. Read, interpret, apply and explain rules, regulations, policies and procedures.
13. Communicate effectively both orally and in writing particularly in sensitive situations.
14. Independently plan and organize work.
15. Meet schedules and time lines.
16. Establish and maintain cooperative and effective working relationships with others.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in a related field.
2. Two (2) year of related work experience in Student Affairs, Student Judicial Affairs, Student Psychological Services, or related area.

Preferred Qualifications:

1. Relevant work experience in a higher education institution.
2. Formal training in threat assessment.
3. Excellent interpersonal, oral and written communication skills.
4. Experience in supporting students in crises as well as experiences exercising sound judgment and management complex situations.
5. Knowledge of student development theory.
6. Experience with various computer technologies (e.g. Symplicity, Microsoft Office applications), appointment scheduling software (e.g. SARS) and student information systems (e.g. Banner).

OTHER REQUIREMENTS:

Some positions in this class may be required to speak, read and write in designated second language.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

Hazards:

1. Contact with dissatisfied or individuals who might be in crisis.

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