



STUDENT SUCCESS SPECIALIST

SALARY GRADE: [C1-46](#)

DEFINITION:

Under the supervision of an assigned administrator, provide expertise, design and delivery of services to students matriculating into the College; assist in providing support and guidance to faculty and staff regarding policies and regulations of the Student Success Task Force initiatives; maintain a student-centered approach to matriculation services.

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; provide technical information and assistance regarding matriculation forms, guidelines and procedures.
2. Build course equivalencies for incoming transcripts into the student information system; upload information into DegreeWorks degree audit system; test and verify if pre-requisites are built correctly and modify as appropriate; decision making process of clearing pre-requisites.
3. Process Academic Council petitions regarding excess units, repeatability, and code exceptions deemed for apportionment; process approved course substitutions in student information system; notify students of the Academic Council or designee decisions.
4. Process documents related to pre-requisite clearances; place and release holds on student accounts for probation, disqualification purposes as well as for students who have not completed the required CNSL 50 course.
5. Maintain disqualification and probation student list; notify students of their status via email for probationary status and with official letter sent via US Mail to student for disqualification status (per Title V regulations).
6. Communicate through email, phone, in-person and in meetings with administrators, faculty and staff to resolve issues and concerns and exchange information regarding matriculation.
7. Collaborate directly with Enrollment Services, Counseling, Financial Aid, Assessment and academic departments as needed to ensure students on both campuses, main campus and the FHDA Education Center, have access to all services and programs and that information provided to the community is accurate.
8. Compile and organize data for statistical reports and surveys; maintain current knowledge of legal requirements and State mandates, technological advancements and techniques used to provide services to students; learn and apply technology as necessary to perform duties in an efficient, organized and timely manner.
9. Scan documents into the document management system (BDMS); organize and verify matriculation documents for auditing purposes.
10. Create and submit quarterly and annual reports as they to the current matriculation guidelines and procedures and the new Student Success Task Force initiatives.
11. Attend Academic Council, Counseling and Student Services meetings.
12. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Matriculation, Assessment and Testing regulations, Title V regulations, Ed Code, Financial Aid as it relates to matriculation and admissions and registration, student add/drop periods, and educational plans.
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 matriculation 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 clerical 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's degree in a related field.
2. Two (2) years of related work experience.

Preferred qualifications:

1. Bachelor's degree.
2. Experience working with diverse student populations, especially those that represent the core mission groups of the college (i.e. Basic Skills, Transfer, and Workforce Development).
3. Bilingual.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Occasional need to drive a vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and/or on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to view computer monitor and read various materials.
4. Sitting for extended periods of time.
5. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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