



STUDENT SUCCESS SPECIALIST

DEFINITION

Under general supervision, provides guidance and designs and delivers services to prospective and current students including performing enrollment, evaluation, and student support services and planning, organizing, coordinating, and facilitating outreach activities, workshops, and events to promote District and college academic, student services, and campus resources; collaborates and partners with College and District divisions, departments, and programs, community agencies, and other educational institutions; assists in providing support and guidance to faculty and staff regarding College policies and regulations pertinent to assigned areas of responsibility; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for providing enrollment, evaluation, outreach, and student support services to promote student success and awareness of and participation in College and District programs, academic opportunities, and services. Positions 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. Successful performance of the work requires thorough knowledge of the policies, procedures, eligibility requirements, and application processes of the assigned programs.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

When performing all assignments:

- Provides technical information, assistance, and support services to students, instructors, administrators, and the general public regarding District and College policies and procedures related to enrollment, admissions, academic opportunities, and student services and programs.
- Organizes, coordinates, and implements assigned programs or services; leads others as necessary to accomplish program or functional objectives.
- Establishes partnerships, collaborates, and exchanges information with other District and college divisions, departments, and programs, community agencies, and other educational institutions to support student recruitment, retention, and success.
- Advises and serves as a resource for prospective and current students, staff, faculty, and the community on District and college programs, student services, and resources such as, but not limited to, enrollment, orientation, matriculation, financial aid, housing, international student services, testing and assessment, and/or counseling; identifies and addresses issues to ensure student access to programs, services, and resources.
- Compiles and organizes event, program, and/or student data as needed; prepares reports according to established procedures and practices.

- Trains and provides work direction and guidance to assigned student workers; prepares work schedules, assigns duties, and reviews work for accuracy and completeness; ensures student understanding of and adherence to established standards, policies, and procedures.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Creates and maintains records and files in accordance with District and program guidelines for reporting and auditing purposes.
- Designs, creates, and edits a variety of materials and informational resources, including forms, presentations, flyers, correspondence, letters, memos, and reports; reviews and verifies accuracy of information.
- Maintains communication resources including websites, social media, event schedules, and listservs.
- Maintains assigned student information systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures; may assist in configuring and troubleshooting technical problems for assigned information systems.
- Performs a variety of office and customer support duties such as scheduling, attending, and/or participating in meetings; registering, dropping, and/or adding students to programs and/or services; scanning documents and files; and receiving and screening calls and visitors and providing information or directing to appropriate locations and/or staff.
- Performs other duties as assigned.

In addition, when performing outreach services:

- Plans, organizes, coordinates, promotes, and facilitates outreach activities, workshops, informational seminars and presentations, conferences, fairs, campus tours, and social and cultural events by participating in development of outreach plans and schedules; coordinating logistics and planning including room reservations, audiovisual equipment, technical support, and room set-up; coordinating marketing and promotional activities; overseeing registration and collection of fees; scheduling and confirming speakers and presenters; developing and monitoring assigned budget; and preparing presentations and informational resources and materials.
- Facilitates college and program enrollment including assisting students with application completion, proctoring exams, and providing advice and guidance on college and District programs, academic opportunities, and services.
- Monitors, orders, maintains adequate inventory levels of outreach materials; monitors assigned budget and expenditures.

In addition, when performing enrollment and evaluation services:

- Assists students on academic/progress probation by removing holds and adding, dropping, and waitlisting students for classes; places and releases holds on student accounts for probation and disqualification purposes, as well as for students who have not completed the required prerequisite courses; maintains disqualification and probation student lists; notifies students of their status following Title V regulations
- Coordinates with counselors to create educational plans for students; monitors student enrollment and academic status; advises students on courses as needed.
- Prepares and processes Academic Council petitions; attends meetings; notifies students of the Academic Council or designee decisions; assists students in preparing petitions.
- Reviews student records to track student's progress and to determine eligibility for transfers, certificates, and associate (AA/AS) degree; evaluates course equivalencies and Advanced Placement

(AP) credits related to prerequisite clearances and/or transfer credits; notifies students of evaluation results; and updates student records.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, organizing, coordinating, promoting, and facilitating a variety of outreach activities, workshops, and events.
- Sources of information related to student services and resources, such as, but not limited to, enrollment, orientation, matriculation, financial aid, international student services, testing and assessment, and/or counseling.
- Course and AP credit evaluation processes, guidelines, policies, and procedures related to determining prerequisite clearances.
- Reference materials and resources available to evaluate coursework.
- Educational, cultural, age-specific, and social needs of the community as they relate to the programs to which assigned.
- Communication and presentation techniques.
- Principles and practices of data collection and report preparation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local regulations and District policies and procedures relevant to assigned area of responsibility.
- Principles of providing functional direction and training to student workers.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local regulations and District policies and procedures.
- Plan, organize, coordinate, promote, and facilitate outreach efforts in support of District and college programs, academic opportunities, and services.
- Design and create a variety of materials and informational resources, including forms, brochures, flyers, presentations, and related program materials.
- Maintain communication resources such as websites and social media.
- Research and interpret information gathered from the statewide articulation database, course descriptions, and related resources to recommend prerequisite clearances.
- Determine academic eligibility based on supporting documentation.

- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Effectively communicate and represent the college and District in meetings with other schools, community groups, and various other organizations, and in meetings with individuals.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Plan, organize, schedule, assign, train, and review the work of assigned student workers.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college with major coursework in education, communication, marketing, or a related field and three (3) years of general clerical office experience involving public contact and community outreach.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

Salary Grade: C1-48

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FLSA: Non-Exempt

EEO Code: H-30

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