



<b>Position:</b> Student Success Specialist	<b>Position Number:</b>
<b>Department/Site:</b> Academic Affairs	<b>FLSA:</b> Non-Exempt – (Classified CSEA)
<b>Reports to:</b> Academic Dean or Director	<b>Salary Range:</b> 34

### DESCRIPTION:

Under the direction of an assigned academic director or dean, serve as a specialist informing students about a full range of academic and student support by major/interest area. Working with other team members across the district, complete a variety of specialized duties that include: assist in retention/completion efforts; provide information regarding certificates, graduation, transfer and major requirements; inform on careers and preparation necessary for achieving career goals; and perform other related duties.

**REPRESENTATIVE DUTIES:** E = indicates essential duties of the position

The following is a list of duties that are representative of the position and include, but are not limited to, the following:

- Facilitates assisting students through Program Maps and Meta Major exploration, provides information to groups of students and/or parents regarding: campus resources, technology services, clubs, policies and procedures, support services, and technology services. (E)
- Assists in the retention and completion success of currently enrolled students. (E)
- Provides accurate and current information to students regarding requirements of state college and universities, university system campuses, and private institutions. (E)
- Provide information and collaborate with college support programs, including the Early Support Program.
- Explain program objectives and offerings.
- Conducts telephone follow-up calls, emails, texts as appropriate to reach “at risk” or otherwise struggling students. (E)
- Reviews and prepares files, transcripts, correspondence and reports for eligibility and unit completion, assisting students in gathering records in preparation to meet with a Counselor.
- Compiles information and data for various reports; checks and ensures accuracy of the data. (E)
- Collaborates with college academic and student support services including Counseling, Admission & Records, Financial Aid, Panther Academic Support Services, Department of Supportive Programs and Services, EOP&S and other internal programs and services to maximize resources and services to students as appropriate.

- Develops information campaigns/website updates and email/text messages to direct students towards deadlines and steps towards completion. (E)
- May provide work direction to student workers.
- Attends, staff, and instructional meetings as needed.
- Maintains current knowledge of program regulations and requirements.
- Performs a variety of general clerical duties and responsibilities.
- Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

- Transfer process, college policies, procedures and resources.
- Program and degree requirements.
- Laws, rules and regulations related to assigned activities.
- Student support services programs.
- Operation of a computer and assigned software.
- Adult learner resources and support strategies.
- Career and personality tests available to students as a resource tool.
- Interpersonal skills including tact patience and courtesy.
- Record-keeping techniques.
- Oral and written communication skills.

### **Skills and Abilities to:**

- Understand the transfer requirements of the UC, CSU, and private institutions. Learn and explain community college curriculum, placement procedures, course prerequisites, transfer process, and general education requirements.
- Assess student needs and make appropriate department and campus referrals.
- Perform a variety of responsible work involving independent decision making.
- Understand and follow oral and written instructions.
- Demonstrate sensitivity to the needs and concerns of a diverse student population.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

## **EDUCATION AND EXPERIENCE:**

### **Education:**

- Bachelor's degree and two years' experience in a student services or related function. Bachelor's degree in social/behavioral sciences is desired.

### **Experience:**

- Experience working in community colleges, universities, high schools, or other educational settings directly serving student populations is desired.

**WORKING CONDITIONS:**

- Office environment.

**PHYSICAL DEMANDS:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Dexterity in the use of fingers, limbs and body in the operation of office equipment.
- Travel between district locations.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license as required by position