

STUDENT SERVICES SPECIALIST

DEFINITION

Develops, promotes, implements, directs, and evaluates various student services programs.

TYPICAL DUTIES

- Provides program administration with technical and professional expertise on matters related to assigned program responsibilities.
- Plans and organizes outreach activities targeting economically disadvantaged students eligible for special assistance and/or services such as EOPS, Gain, TRIO, Amnesty, and/or Title III.
- Establishes standards and goals and evaluates the results of assigned program.
- Oversees and participates in the intake screening and interviewing of students and the eligibility review of applications for programs and services.
- Gathers and analyzes a variety of data related to the needs, interests, cultural, educational, and social background of students and develops programs based on these analyses.
- Attends and participates in program-related community activities and professional conferences and meetings concerned with the development and implementation of student services programs.
- Coordinates and participates in college orientation and counseling programs.
- Speaks to high school assemblies, community organizations, college fairs, adult schools, and at special events regarding programs and services offered.
- Interfaces with community leaders, organizations and public agencies to encourage participation, stimulate interest, and coordinate campus projects with existing student services programs and activities.
- Prepares program budget and maintains budget balances, records, and statements.
- Estimates and justifies financial, staffing, facilities, and equipment requirements based on programs and activities.
- Prepares correspondence, presentations, and detailed comprehensive reports related to student services.
- Prepares a wide variety of student services promotional materials such as new releases, brochures, and public service announcements.
- Supervises and participates in the maintenance of student services files and records.
- Selects, trains, and supervises assigned program staff.
- May negotiate and prepare contracts for student services programs.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Student Services Specialist** performs duties related to the development, promotion, coordination, and evaluation of student services programs. A thorough knowledge of program requirements, goals, and procedures is continuously applied in performing the duties of this class.

A **Student Services Assistant** participates in the development, promotion, coordination, and evaluation of a student services programs. A thorough knowledge of program requirements, goals, and procedures is continuously applied in performing the duties of the class.

A **Student Services Aide** applies a working knowledge of the requirements and procedures of student services programs in the performance of a variety of specialized clerical duties such as obtaining and imparting program information and providing basic guidance and referral services.

SUPERVISION

General supervision is received from an academic supervisor or administrator. Immediate supervision is exercised over lower-level student services staff, clerical staff, and student employees.

CLASS QUALIFICATIONS

Knowledge of:

Current trends in the design, implementation, and evaluation of student oriented programs and services

Mission, objectives, and goals of assigned program area

Fundamentals of budgetary preparation and control

Principles of business and personnel administration

Principles of public relations, publicity, and marketing

Principles and techniques of research

Applied psychology and social psychology

Federal, state and local laws, regulations, and codes and District administrative rules, regulations, and policies governing student services

Community resources and organizations and services common to community colleges

Requirements, regulations, guidelines, goals, and objectives of student services programs such as EOPS, GAIN, TRIO, Title III, and Amnesty

Educational and vocational advisory techniques

Principles of supervision and training

Organization and management of records

Capabilities of computer applications, systems, and hardware common to the management of student services

Ability to:

- Independently formulate and coordinate student services programs
- Develop innovative programs and services to meet diverse needs and interests of the community
- Establish realistic program standards and goals and evaluate program results
- Analyze problems accurately and take effective action
- Gather and analyze data pertaining to assigned programs
- Interface effectively with individuals from various ethnic and socio-economic backgrounds and different levels of academic achievement
- Establish and maintain effective relationships with administrators, staff, students, and representatives of other educational institutions, agencies and the public
- Prepare clear and comprehensive correspondence, reports, presentations, and publicity materials
- Supervise, train, and coordinate assigned staff
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

Graduation from a recognized four-year college or university preferably with a degree in sociology, psychology, business administration, or a closely related field **AND** two years of full-time paid experience with student services programs which included extensive public involvement and participation in at least three of the following areas: program development, promotion, implementation, coordination, and evaluation. Supervisory experience within these programs is desirable.

Special:

- A valid Class "C" California driver's license.
- Access to an automobile.