



Classification Title: Education Center Specialist

Department:	Multiple	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	19
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs routine to moderately difficult administrative support to education center instructors and staff; provides assistance to students in person and over the telephone; assists with student outreach, student assessment, student enrollment, financial aid paperwork and may collect fees; schedules counseling appointments; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS.

The Education Center Specialist is a full journey-level class and is distinguished from Education Center Coordinator in that an incumbent in the latter class has broader responsibilities in education center operations including budget monitoring, obtaining and maintaining education center resources and materials, and by its lead-level duties in assigning and monitoring the activities of student workers and lower-level staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Coordinates the daily operations of the assigned educational center; answers student questions in person or over the phone; provides information regarding District policies, procedures, programs and services including clarification of enrollment requirements, registration information, financial aid and transcript requests; receives, inputs and researches a variety of student information into computer systems; assists students with the preparation of forms and documentation, verifies accuracy of information with third parties and enrolls students in District services and programs; assists students with registration and enrollment; monitors student assessment tests.
2. Schedules counseling appointments in computer system; serves as a liaison between education center students and the District's student services including admissions, assessment, records, financial aid and career center; provides recommendations on other available services and community resources; coordinates and follows up on student issues and concerns.
3. Provides administrative assistance to instructors including preparing instructor packets and rosters, running grade reports and preparing classrooms; provides basic audio-visual and technical support; ensures the availability of needed supplies, materials and equipment within available resources.
4. Coordinates facility issues with District, military or high school officials; requests classrooms at the beginning of the semester; resolves issues with other users of classroom space; requests maintenance and repairs; ensures security and safety plans and procedures are in place and adhered to.

5. Drafts, formats, types, proofreads, edits and prints correspondence, memoranda, calendars, requests, forms, lists, reports, schedules, statistical and technical documents including reports, manuals and other documents and materials ranging from routine to complex; reviews documents for accuracy, completeness and compliance with District and department requirements; receives, opens, sorts and distributes education center mail; copies various documents and materials for faculty and staff, including large duplication orders; duplicates, assembles and distributes packets; requests printing services.
6. Performs community outreach; develops and distributes promotional materials, class schedules and brochures; attends high school and community events to promote Palomar College.
7. Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track projects, activities and services; may participate in budget monitoring functions.

Marginal Functions:

1. Provides backup for other departments or division office administrative support staff.
2. Collects and processes fees or payments for services; inputs data and prepares and processes purchase requisitions, purchase orders and check requests.
3. Maintains and orders office supplies and program materials.
4. May provide guidance and direction in the work of lower-level staff including participating in scheduling and assigning the work of other employees; ensures completeness, accuracy and conformance with District standards.
5. Contacts the Palomar College Police Department or Custodial Services staff as needed.
6. Assists with special projects.
7. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible clerical and secretarial experience.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Clerical and secretarial experience involving frequent public or student contact.
2. Completion of college-level coursework from an accredited college or university. .

Knowledge of:

1. Operations, services and activities of an off-site education center within a community college.
2. Practices and procedures of office coordination.
3. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
4. Common student needs, issues and concerns applicable to area of assignment.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
6. Functions, rules, policies and procedures applicable to assigned areas of responsibility.

7. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
8. Modern office practices, procedures and equipment including computers and applicable software programs.

Skill in:

1. Providing information and assistance to students.
2. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
3. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
4. Assisting in monitoring a budget.
5. Communicating clearly and effectively, both orally and in writing.
6. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
7. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
8. Organizing and maintaining specialized files.
9. Maintaining confidentiality of student files and records.
10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
11. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods, and to use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.