



**Classification Title: Student Support Specialist I**

<b>Department:</b>	Multiple	<b>EEO6 Code:</b>	4
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	18
<b>Supervision Received From:</b>	An Assigned Administrator or Supervisor	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	General Supervision	<b>Last Revision:</b>	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 complex administrative support and program activities in an assigned department or grant funded program; assists students with the admissions process, assessment, enrollment and financial aid; advises students on where to access information and options for academic and career programs; assists with access to services including delivery of routine workshops and training on the use of program equipment; creates and maintains department or program-specific tracking systems, reports, records and files required for work processes; may staff a front desk.

**DISTINGUISHING CHARACTERISTICS.**

The Student Support Specialist I is the advanced journey-level class in the student support series. In addition to the full journey-level skilled duties, incumbents perform specialized departmental and grant-funded program-level student support, financial processing and program administration requiring specific program knowledge and functions.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

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

1. Screens, processes, codes and assists in the completion of student applications or forms according to federal, state and local regulations and requirements; determines program eligibility for new and continuing students according to District and program guidelines; monitors continuing students for adherence to program regulations; advises students of requirements that must be met in order to maintain eligibility; sends reminders to students of mandatory counseling meetings and academic requirements; sends non-eligibility notices to students; coordinates new orientation and priority registration workshops.
2. Schedules participants for counseling appointments, workshops, orientations and special events; tracks student attendance at workshops; acts as an advocate for students in compiling needed documents; conducts surveys and compiles feedback.
3. Inputs student data into appropriate systems and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status; performs basic research; develops, tracks, analyzes and reports administrative processes, metrics and documents; creates and maintains electronic and physical filing systems.
4. Assesses student records; reviews transcripts and course equivalency information, graduation articulation requirements and transfer information; provides students with routine transfer information including deadlines, restrictions and articulation agreements; assists students in preparing transfer applications.

5. Conducts and/or participates in on- or off-campus workshops, class and community presentations, orientations, campus tours and special events; provides information on program eligibility and requirements to new students; tracks student attendance at workshops.
6. Performs department or program specific services including entering educational plans into computer programs; makes referrals, schedules appointments and mediates disputes between participants and governmental, health and social agencies; disburses financial assistance including meal vouchers and gas cards.
7. Assists in the development and distribution of a variety of program, outreach and marketing materials, including newsletters, informational articles, flyers, brochures and other documents; assists in the development and maintenance of the department or program website.

***When position is assigned to the Athletics Department:***

8. Collects, records, maintains, distributes, and reports all student eligibility requirements as they pertain to athletic participation and academic progress; assists in monitoring mid-semester grades; determines qualifications for and assists with priority registration; develops and updates lists of eligible athletes for distribution to the Director, Athletics, coaches, trainers, equipment staff and athletic academic counselors; assembles and updates recruiting and eligibility folders with current pertinent athletic forms and information.
9. Completes and submits all required rosters, reports and forms, as mandated by the California Community College Athletic Association (CCCAA); submits reports and forms within the established timelines; collects and secures all student athlete information; maintains specialized athletic eligibility databases and posts information to the CCCAA website; works with the Director, Athletics on issues dealing with student athlete eligibility, injury/illness waivers, and other conference matters.

**Marginal Functions:**

1. Provides backup for other department or program administrative support staff.
2. Participates in grant administration functions including collecting program data and generating performance reports; participates in grant audit activities.
3. Ensures student accommodations are available and may facilitate specialized testing.
4. Collects and processes fees or payments for services; inputs data and prepares and processes purchase requisitions, purchase orders and check requests.
5. Maintains and orders office supplies, materials and equipment.
6. Contacts the Palomar College Police Department or custodial staff as needed.
7. May provide guidance and direction in the work of lower-level staff and student workers.
8. 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 and familiarity with counseling, student assessment, eligibility and matriculation requirements.
2. Completion of college-level coursework from an accredited college or university.

**Knowledge of:**

1. Office administration practices and procedures.
2. Needs and concerns of low-income and educationally disadvantaged students.
3. Academic, government and community resources available to students.
4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
6. Rules, policies and procedures applicable to assigned areas of responsibility.
7. Basic research methods and data analysis techniques.
8. Federal, state and local laws, regulations and court decisions governing area of assignment.
9. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
10. Modern office practices, procedures and equipment including computers and applicable software programs.
11. Basic practices and procedures of public administration for budgeting, purchasing and record keeping.
12. U.S. Department of Education Title III or Title V rules and regulations.
13. Family Educational Rights and Privacy Act (FERPA).

***When position is assigned to the Athletics Department:***

14. Academic and athletic eligibility rules and regulations of CCCAA, the National Collegiate Athletics Association (NCAA) and the National Association of Intercollegiate Athletics (NAIA).
15. Americans with Disabilities Act.

**Skill in:**

1. Communicating information accurately and effectively to students; comprehending requests for information or assistance; maintaining a courteous and tactful manner when under pressure or in an antagonistic situation.
2. Evaluating student applications for program eligibility accurately and effectively.
3. Administering and scoring student assessments.
4. Reaching sound decisions in accordance with policies and procedures relevant to assigned area of responsibility.
5. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
6. Assisting in preparing and monitoring a program or department budget.
7. Tracking statistical information utilizing complex spreadsheets and databases.
8. Communicating clearly and effectively, both orally and in writing.
9. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.

10. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
11. Organizing and maintaining specialized files.
12. Maintaining confidentiality of student files and records.
13. 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.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
15. 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; use hands to repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms.

#### **TERMS OF EMPLOYMENT.**

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