PALOMAR COLLEGE

Classification Title: Student Support Specialist II

Department:	Multiple	**EEO6 Code:**	4
Employee Group:	Classified	**Salary Grade:**	20
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 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; oversees the development, implementation and maintenance of department special projects and work processes; provides lead-level guidance to lower-level student support staff.

DISTINGUISHING CHARACTERISTICS.

The Student Support Specialist II is the advanced journey-level, lead-level class in the student support series. In addition to the full advanced journey-level skilled duties, incumbents provide services to a sub-set of students within an assigned program, requiring additional specialized knowledge, and oversees special projects.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Assists and leads work of student support staff; ensures completeness, accuracy and conformance with District/divisional standards; provides information, guidance and training on work processes, program services, tracking and reporting, and technical procedures; resolves or escalates issues related to administration of program services, department operations, scheduling and human resources-related issues.

2. Provides project and technical leadership in the development and implementation of special projects including maintenance and use of specialized software, process enhancements and the implementation of new services; assigns and oversees the completion of project tasks to meet time, service and cost expectations; leads and trains staff members, as required; monitors and reports on progress; develops implementation plans, training materials and provides training to staff on new processes and procedures.

3. Provides program-specific software support and technical training; analyzes, troubleshoots and resolves or coordinates the resolution of software problems and errors with Information Services staff or software providers; answers technical questions and provides guidance to users on system functionalities and methods for correcting problems; works with or refers server, network, database or other complex problems to appropriate Information Services staff for resolution; develops work process and procedural changes to improve work efficiency and effectiveness and supplement technology solutions.

4. 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; assists students in resolving issues impacting program eligibility.

5. Schedules participants for counseling appointments, workshops, orientations and special events; performs research for students and counselors on specific student issues and articulation information.

6. Assesses student records; reviews transcripts and course equivalency information, graduation articulation requirements and transfer information; provides students with transfer information including deadlines, restrictions and articulation agreements; provides guidance on University of California, California State University, international and vocational schools' transfer requirements; assists students in preparing transfer applications.

7. 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; develops, tracks, analyzes and reports administrative processes, metrics and documents; researches, obtains and analyzes key data and statistics from varying sources for program reports, proposals, in-service trainings, program reviews and other documents.

8. Conducts and/or participates in on- or off-campus workshops, classes and community presentations, orientations, campus tours and special events; provides information on program eligibility and requirements to new students; tracks student attendance at workshops.

Marginal Functions:

1. Provides backup for other department or program administrative support staff.

2. Contacts the Palomar College Police Department or custodial staff as needed.

3. May provide guidance and direction in the work of lower-level staff and student workers, including participating in scheduling and assigning work of other employees while ensuring completeness, accuracy and conformance with District standards.

4. 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: Five 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 support practices and procedures.

2. Needs and concerns of low-income and educationally disadvantaged students.

3. Higher education, government and community resources available to students.

4. Methods and techniques for troubleshooting hardware and software-related issues.

5. Project management tools and techniques.

6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

7. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.

8. Functions, rules, policies and procedures applicable to assigned areas of responsibility.

9. Basic research methods and data analysis techniques.

10. Federal, state and local laws, regulations and court decisions governing area of assignment.

11. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.

12. Modern office practices, procedures and equipment including computers and applicable software programs.

13. Basic practices and procedures of public administration for budgeting, purchasing and record keeping.

As Assigned:

14. Federal Title III or Title V rules and regulations.

15. Family Educational Rights and Privacy Act (FERPA).

Skill in:

1. Assigning and inspecting the work of lower-level staff.

2. Coordinating projects.

3. Providing information and guidance to staff.

4. 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.

5. Evaluating student applications for program eligibility accurately and effectively.

6. Administering and scoring student assessments.

7. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.

8. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.

9. Communicating clearly and effectively, both orally and in writing.

10. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.

11. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.

12. Organizing and maintaining specialized files.

13. Maintaining confidentiality of student files and records.

14. 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.

15. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.

16. 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.