



Classification Title: Camp Pendleton Site Specialist

Department:	Camp Pendleton Center	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	10/2017
Supervision Given:	General Supervision	Last Revision:	9/2023

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 student and administrative support functions at the District’s Camp Pendleton Center; provides admissions, enrollment, financial aid and support services for students; provides administrative and technology support to faculty and instructional support providers; schedules appointments and prepares records for counselors; performs cashiering duties; assists as directed with outreach and special events planning.

DISTINGUISHING CHARACTERISTICS.

Camp Pendleton Site Specialist is a journey-level class providing services to a subset of students at the Camp Pendleton Center and requires specialized knowledge. It is distinguished from the Camp Pendleton Site Coordinator by its responsibility for performing journey-level administrative and student support functions, while the former classification performs more difficult and complex functions.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Assists current, returning, concurrently enrolled and prospective students and the public on the phone or at a front counter on a wide range of admissions, enrollment and financial aid questions and processes; explains procedural guidelines for admissions, registration, records, evaluations, financial aid, scholarships and Federal Work Study employment and applicable District, federal and state regulations; provides general information about the District; responds to and resolves difficult and sensitive inquiries and complaints.
2. Receives and reviews for completeness and consistency of information a wide variety of admissions, enrollment and financial aid forms and documentation including applications, non-credit applications, applications to audit classes, pass/no pass forms, overlapping class forms, K-12 Minor Consent forms, residency documents, initial registrations, adds/drops of classes, changes in address and other student data, petitions for grade changes and college withdrawal, changes in major, asset and household-size worksheets, Internal Revenue Service (IRS) tax transcripts, Proof of Dependent forms, official academic transcripts, fee deferment and waiver forms, Projected Year Income Request forms and other documentation.
3. Reviews and processes residency documentation such as requests for review of residence status, active-duty military identification, military dependent identification, and proof of veteran status documentation such as retired military ID, VA Education Benefits Certificate of Eligibility; vehicle insurance, tax documentation, and California driver’s license; inputs residency information into PeopleSoft in order to adjust students’ residency status.

4. In a back-office environment, uses a computer and multi-line telephone system to respond to telephone and email inquiries, explains to students how to complete federal and state financial aid applications including the Free Application for Federal Student Aid (FAFSA), California Dream Act, and Board of Governors fee waiver, and the California Veterans Fee Waiver; explains requirements, deadlines and disbursement dates, and provide information; refers students to other agencies as necessary to obtain required documentation; communicates to students the benefits of priority registration and required procedures to follow.
5. Tracks and monitors the progress of forms from submission and completion; enters student data into various tracking screens in PeopleSoft; downloads documentation and enters student data into PeopleSoft; maintains and files student applications and documentation; notifies applicants of their admissions and financial aid status; maintains all student documentation to meet retention and audit requirements; maintains and ensures the confidentiality of all student documents and records in accordance with the Family Educational Rights and Privacy Act (FERPA) and established District policies and procedures.
6. Maintains working relationships with military units on Camp Pendleton Marine Corps Base and the Base Education Center advisors and counselors; performs admissions outreach, meeting with military Education Services Officers from various units and other personnel to provide information on Palomar College, degrees and certificates, new student onboarding process, and answer questions on admissions and financial aid.
7. Schedules orientation and advisor/counselor appointments based on state priority registration guidelines using scheduling software.
8. Advises students on application procedures and the use of Veterans Administration benefits including Post-9/11 GI Bill, Chapter 35 Dependent Education Assistance, Chapter 30 Montgomery GI Bill and Chapter 31 Vocational Rehabilitation; advises active duty military students and military spouses on eligibility standards and application procedures for Tuition Assistance and the My Career Advancement Account (MyCAA) Program; receives approved Tuition Assistance and MyCAA vouchers from students and updates PeopleSoft records accordingly; acts as a liaison between students and the District's Veterans' Services officials.
9. Provides administrative and logistical support to faculty including preparation of faculty informational packets; ensures the availability of needed supplies, materials and equipment; assists faculty on the use of equipment and technical difficulties in classrooms; coordinates with faculty to proctor tests and deliver test results; serves as a liaison between faculty and military units; participates in orientations for new and returning faculty.
10. Acts as a liaison between students and District student services including Extended Opportunity Programs & Services, Disability Resource Center, bookstore, Transfer Center and Career Center.
11. Assists with the use and maintenance of Camp Pendleton Center facilities; opens and closes facility and classrooms; requests maintenance and repairs; creates and maintains classroom and facilities maps.
12. Assists with the development of a variety of materials for internal and external communications and outreach including, but not limited, to brochures, flyers, newsletters, forms, maps, surveys, directories and print and digital advertisements as they pertain to the Camp Pendleton Center.
13. Participates in Camp Pendleton Center outreach strategies to increase the number of students who enroll in Palomar College; attends college fairs, basic events and targeted military outreach opportunities; tracks student and prospect attendance at workshops and community outreach events.
14. Provides cashiering services by receiving funds for tuition and fees.
15. Leads the Federal Work Study program for student employees; participates in ensuring completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in ensuring a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
16. Administers data collection surveys to students; compiles results and delivers to appropriate personnel.
17. Prepares and compiles packets of materials; receives, opens, sorts and distributes office mail; prepares regular and bulk mailings.

18. Schedules appointments and makes meeting and event arrangements; assists with setup and cleanup for various meetings and events; contacts vendors for food orders and supplies; handles other meeting logistics.

Marginal Functions:

1. Works with Camp Pendleton base staff to ensure base access for Palomar College students.
2. Maintains currency on changes in federal and state law, regulations and processes relevant to assigned areas of responsibility; identifies changes required in District requirements and procedures; recommends revisions in processing guidelines, procedures and manuals to ensure conformance with new requirements; trains staff on changes in procedures.
3. Performs a variety of administrative support functions and special projects as assigned.
4. Receives requests for transcripts; verifies holds and times required; sends to Evaluations and Records for processing.
5. 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: Four years of administrative support experience.

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

Preferred Qualifications:

1. Administrative support 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 a community college.
2. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
3. Common student needs, issues and concerns.
4. Basic goals and objectives of a college admissions and financial aid office.
5. Sections of the California Education Code applicable to assigned responsibilities.
6. The Family Educational Rights and Privacy Act (FERPA), relevant sections of the California Education Code, and other federal and state laws, rules, regulations and policies governing student admissions and financial aid.
7. Operations of a computer and uses of standard business applications including word processing, spreadsheet, database, and scheduling software.
8. Office administration practices and procedures, including filing and recordkeeping systems.
9. Principles and practices of sound business communication.
10. Correct English usage, including spelling, grammar and punctuation.
11. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
12. Modern office practices, procedures and equipment.
13. Business mathematics, and general accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
14. Basic research methods and procedures.

Skill in:

1. Interpreting, explaining and applying policies, procedures and practices, ensuring consistency and a high degree of accuracy.
2. Providing information and assistance to faculty and students.
3. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
4. Responding calmly, patiently and effectively to a high volume of varied inquiries and requests at a public counter or by telephone.
5. Preparing clear, concise and accurate records, data entries, reports and other written materials.
6. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
7. Reaching sound decisions in accordance with applicable policies and procedures.
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. Maintaining confidentiality of student files, records, and information.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
12. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
13. Establishing and maintaining effective working relationships with those encountered in the course of work.
14. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.

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.