

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST II (Board approved on 11/13/07)

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, provide continuous and readily available services and resources to the students, staff and faculty using the Career/Transfer Center and/or Assessment Center; provide general support to assist students in utilizing web-based services including, but not limited to: admission, financial aid, registration, assessment.

REPRESENTATIVE DUTIES:

Provide continuous and readily available services and resources to the students, staff and faculty using the Career/Transfer Center and/or Assessment Center; provide general support services as needed to assist students in utilizing web-based services including, but not limited to: Financial aid, admission, registration, and assessment. *E*

Provide career development services to assist students in learning about themselves and the world of work. *E*

Provide transfer services to assist students with transfer to four-year colleges and universities. *E*

Organize and perform a variety of daily functions and activities of the Career/Transfer Center; assist in prioritizing and scheduling activities and projects, and adjust as needed. *E*

Provide individual and group orientations for students, staff, faculty, agency representatives and the public in the use of the Career/Transfer Center; visit classrooms to explain Career/Transfer Center use and services; instruct students, faculty and staff in the use of equipment and functions of the Career/Transfer Center. *E*

Communicate with other educational institutions to obtain or exchange information regarding Career/Transfer Center activities. *E*

Assist in the acquisition of new materials and the disposal of out-dated resources; determine proper classification of new career resources for accession process. Perform duties involving the cataloging and circulation systems in the Career/Transfer Center. *E*

Prepare and compile data for reports; prepare and maintain records. *E*

Attend meetings as necessary representing the Career/Transfer Center, in-services and staff retreats as directed; participate in District committees. *E*

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Operate, adjust and perform minor repairs on computers, printers, copiers, microfiche reader/copier and video viewers.

Assist in the creation of brochures and handouts that explain Career/Transfer Center services and resources; distribute as needed. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Programs and services of the Career/Transfer Center.

Various computer guidance programs.

Career exploration research and assistance skills.

Operation of a computer terminal and data entry techniques.

Basic inventory methods and practices.

Basic record-keeping techniques.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

Policies and objectives of assigned program and activities.

Oral and written communication skills.

Public speaking techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Provide continuous and readily available services and resources to the students, staff and faculty using the Career/Transfer Center.

Provide support services to computerized placement testing.

Perform orientation, dissemination of various technical information and instruction in the use of the Career/Transfer Center.

Organize and process resource materials.

Operate and maintain printers and other office equipment.

Operate a computer terminal to input and retrieve data.

Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds.

Compile and verify data and prepare reports.

Interpret, apply and explain rules and regulations.

Determine appropriate action within clearly defined guidelines.

Prioritize and schedule work.

Work independently with little direction.

Provide work direction and guidance to assigned student workers.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school, supplemented by college

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level course work in behavioral sciences and three years experience involving considerable student contact, including at least one year in an environment similar to that of the Career/Transfer Center.

LICENSES AND OTHER REQUIREMENTS:

An approved Career Planning Course must be completed within 12 months of employment.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Indoor Environment:

While performing the duties of this job the employee is required to perform light lifting, bending, standing walking and sitting for extended periods of time; speak and hear to exchange information; use hands and digits to type or handle materials.

Career/Transfer Center environment; subject to considerable distractions and interruptions.