

**Student Success Specialist**  
**Foothill-De Anza Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=237381>

Downloaded On: Jun. 29, 2024 9:34pm

Posted Jun. 11, 2024, set to expire Jun. 1, 2025

<b>Job Title</b>	Student Success Specialist
<b>Department</b>	Staff
<b>Institution</b>	Foothill-De Anza Community College District Los Altos Hills, California
<b>Date Posted</b>	Jun. 11, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Student Affairs
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5319572">https://apptrkr.com/5319572</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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**Student Success Specialist**

HR EMPLOYMENT/CAREERS

**Closing Date:06/05/2024\***

**\*For full-consideration, all application packets must be received by 11:59 pm on the closing date.**

**Salary Grade: C1-48**

**Starting Salary:**

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\$5,873.84 (per month) plus benefits

**Full Salary Range:** \$5,873.84 - \$7,867.20 (per month)

**The Foothill-De Anza Community College District is currently accepting applications for the classified position above.**

The Foothill - De Anza Community College District does not have a remote work policy. All employees are expected to be available to work in person and on-site per the requirement of the department.

All interviewing costs incurred by applicant are the responsibility of the applicant.

**Foothill - De Anza Community College District Mission Statement:**

The mission of the Foothill-De Anza Community College District is student success and educational excellence. The district and its colleges provide access to affordable, quality educational programs and services that develop a broadly educated and socially responsible community that supports an equitable and just future for California and the global community. Every member of our district contributes to a dynamic instructional and learning environment that fosters student engagement, equal opportunity, and innovation in meeting the various educational and career goals of our diverse students. Foothill-De Anza is driven by an equity agenda and core values of integrity, inclusion, care for our students' well-being, and sustainability.

**De Anza College Mission Statement:**

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world.

De Anza College fulfills its mission by engaging students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's Institutional Core Competencies:

- Communication and expression
- Information literacy
- Physical/mental wellness and personal responsibility
- Civic capacity for global, cultural, social and environmental awareness
- Critical thinking

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**JOB SUMMARY:**

Under supervision of the appropriate administrator, the employee assists to plan, organize, and carry out student resource programs responsibilities, distribution of basic needs resources to students, oversee program-related special events, and support campus outreach activities, while valuing and promoting the mission and vision of the college.

Works under minimal supervision, performs technical and clerical duties with a considerable degree of independence and has a high frequency of contacts with students, staff, representatives of social services and educational agencies, and public requiring tact and excellent oral communication skills.

Employee in this position will support the distribution of the student resources such as, but not limited to, food, clothing, school supplies, hygiene products. There will be regular interactions with clientele from diverse socioeconomic, cultural, and ethnic backgrounds.

**DEFINITION**

Under general supervision, provides guidance and designs and delivers services to prospective and current students including performing enrollment, evaluation, and student support services and planning, organizing, coordinating, and facilitating outreach activities, workshops, and events to promote District and college academic, student services, and campus resources; collaborates and partners with College and District divisions, departments, and programs, community agencies, and other educational institutions; assists in providing support and guidance to faculty and staff regarding College policies and regulations pertinent to assigned areas of responsibility; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned managerial staff. Exercises no direct supervision over staff.

**CLASS CHARACTERISTICS**

This is a journey-level classification responsible for providing enrollment, evaluation, outreach, and student support services to promote student success and awareness of and participation in College and District programs, academic opportunities, and services. Positions at this level receive only

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occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires thorough knowledge of the policies, procedures, eligibility requirements, and application processes of the assigned programs.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

#### **When performing all assignments:**

1. Provides technical information, assistance, and support services to students, instructors, administrators, and the general public regarding District and College policies and procedures related to enrollment, admissions, academic opportunities, and student services and programs.
2. Organizes, coordinates, and implements assigned programs or services; leads others as necessary to accomplish program or functional objectives.
3. Establishes partnerships, collaborates, and exchanges information with other District and college divisions, departments, and programs, community agencies, and other educational institutions to support student recruitment, retention, and success.
4. Advises and serves as a resource for prospective and current students, staff, faculty, and the community on District and college programs, student services, and resources such as, but not limited to, enrollment, orientation, matriculation, financial aid, housing, international student services, testing and assessment, and/or counseling; identifies and addresses issues to ensure student access to programs, services, and resources.
5. Compiles and organizes event, program, and/or student data as needed; prepares reports according to established procedures and practices.
6. Trains and provides work direction and guidance to assigned student workers; prepares work schedules, assigns duties, and reviews work for accuracy and completeness; ensures student understanding of and adherence to established standards, policies, and procedures.
7. Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
8. Creates and maintains records and files in accordance with District and program guidelines for reporting and auditing purposes.
9. Designs, creates, and edits a variety of materials and informational resources, including forms, presentations, flyers, correspondence, letters, memos, and reports; reviews and verifies accuracy of information.
10. Maintains communication resources including websites, social media, event schedules, and listservs.
11. Maintains assigned student information systems; monitors data for accuracy and compliance with

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federal and state regulations and District policies and procedures; may assist in configuring and troubleshooting technical problems for assigned information systems.

12. Performs a variety of office and customer support duties such as scheduling, attending, and/or participating in meetings; registering, dropping, and/or adding students to programs and/or services; scanning documents and files; and receiving and screening calls and visitors and providing information or directing to appropriate locations and/or staff.
13. Performs other duties as assigned.

**In addition, when performing outreach services:**

1. Plans, organizes, coordinates, promotes, and facilitates outreach activities, workshops, informational seminars and presentations, conferences, fairs, campus tours, and social and cultural events by participating in development of outreach plans and schedules; coordinating logistics and planning including room reservations, audiovisual equipment, technical support, and room set-up; coordinating marketing and promotional activities; overseeing registration and collection of fees; scheduling and confirming speakers and presenters; developing and monitoring assigned budget; and preparing presentations and informational resources and materials.
2. Facilitates college and program enrollment including assisting students with application completion, proctoring exams, and providing advice and guidance on college and District programs, academic opportunities, and services.
3. Monitors, orders, maintains adequate inventory levels of outreach materials; monitors assigned budget and expenditures.

**In addition, when performing enrollment and evaluation services:**

1. Assists students on academic/progress probation by removing holds and adding, dropping, and waitlisting students for classes; places and releases holds on student accounts for probation and disqualification purposes, as well as for students who have not completed the required prerequisite courses; maintains disqualification and probation student lists; notifies students of their status following Title V regulations
2. Coordinates with counselors to create educational plans for students; monitors student enrollment and academic status; advises students on courses as needed.
3. Prepares and processes Academic Council petitions; attends meetings; notifies students of the Academic Council or designee decisions; assists students in preparing petitions.

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4. Reviews student records to track student's progress and to determine eligibility for transfers, certificates, and associate (AA/AS) degree; evaluates course equivalencies and Advanced Placement (AP) credits related to prerequisite clearances and/or transfer credits; notifies students of evaluation results; and updates student records.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices, and service delivery needs related to the program area(s) to which assigned.
2. Procedures for planning, organizing, coordinating, promoting, and facilitating a variety of outreach activities, workshops, and events.
3. Sources of information related to student services and resources, such as, but not limited to, enrollment, orientation, matriculation, financial aid, international student services, testing and assessment, and/or counseling.
4. Course and AP credit evaluation processes, guidelines, policies, and procedures related to determining prerequisite clearances.
5. Reference materials and resources available to evaluate coursework.
6. Educational, cultural, age-specific, and social needs of the community as they relate to the programs to which assigned.
7. Communication and presentation techniques.
8. Principles and practices of data collection and report preparation.
9. Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
10. Applicable federal, state, and local regulations and District policies and procedures relevant to assigned area of responsibility.
11. Principles of providing functional direction and training to student workers.
12. Record keeping principles and procedures.
13. English usage, grammar, spelling, vocabulary, and punctuation.
14. Modern office practices, methods, and computer equipment and software relevant to work performed.
15. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

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**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local regulations and District policies and procedures.
3. Plan, organize, coordinate, promote, and facilitate outreach efforts in support of District and college programs, academic opportunities, and services.
4. Design and create a variety of materials and informational resources, including forms, brochures, flyers, presentations, and related program materials.
5. Maintain communication resources such as websites and social media.
6. Research and interpret information gathered from the statewide articulation database, course descriptions, and related resources to recommend prerequisite clearances.
7. Determine academic eligibility based on supporting documentation.
8. Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
9. Effectively communicate and represent the college and District in meetings with other schools, community groups, and various other organizations, and in meetings with individuals.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
12. Plan, organize, schedule, assign, train, and review the work of assigned student workers.
13. Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
14. Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**MINIMUM QUALIFICATIONS:**

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic,

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religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

2. Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be: Equivalent to an Associate's degree from an accredited college with major coursework in education, communication, marketing, or a related field **AND** three (3) years of general clerical office experience involving public contact and community outreach.

### **Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

### **APPLICATION PACKET:**

1. A District on-line application on <http://hr.fhda.edu/careers/>. \*In the application, you will provide information, which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual



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orientation of community college students, faculty and staff. Additionally, you will be asked to explain how your life experiences, studies or work have influenced your commitment to diversity, equity and inclusion.

2. A cover letter addressing your qualifications for the position.
3. A current resume of all work experience, formal education and training.

**If any required application materials are omitted, the committee will not review your application. Items not required (including reference letters) will not be accepted. For full-consideration, all application packets must be received by 11:59 pm on the closing date.**

**Please allow yourself ample time to complete your application and resolve any technical difficulties that may arise with your submission. We do not guarantee a response to application questions within 48 hours of the closing date. You may also visit our "Applicant Information" to assist with technical difficulties at: <http://hr.fhda.edu/careers/a-applicant-instructions.html>**

**CONDITIONS OF EMPLOYMENT:**

**Position:** Full-Time, Grant Funded, 12-months per year

**Starting date:** As soon as possible upon completion of the search process.

Excellent benefits package which includes medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long term disability, retirement benefits and basic life insurance. For information on our benefits package that includes medical for employees and dependents, visit our web site: <http://hr.fhda.edu/benefits/index.html>.

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement.

The successful applicant will be required to provide proof of authorization to work in the U.S.

**For more information about our application process contact:**

Employment Services

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12345 El Monte Road

Los Altos Hills, California 94022

Email: [employment@fhda.edu](mailto:employment@fhda.edu)

<http://hr.fhda.edu/>

To apply, visit <https://fhda.csod.com/ux/ats/careersite/4/home/requisition/1630?c=fhda>

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact

Staff

Foothill-De Anza Community College District

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