

**Student Support Specialist - PVUSD
Cabrillo College**

Direct Link: <https://www.AcademicKeys.com/r?job=238341>

Downloaded On: Jun. 30, 2024 10:31am

Posted Jun. 28, 2024, set to expire Jul. 10, 2024

Job Title Student Support Specialist - PVUSD
Department Counseling & Guidance
Institution Cabrillo College
Aptos, California

Date Posted Jun. 28, 2024

Application Deadline 07/10/2024

Position Start Date Available immediately

Job Categories Other Administrative Categories

Academic Field(s) Administration - Student Affairs

Apply Online Here <https://apptrkr.com/5366201>

Apply By Email

Job Description

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Student Support Specialist - PVUSD

Cabrillo College

Salary: See Position Description

Job Type: Full-time (100%)

Job Number: 2024-01811

Closing: 7/10/2024 11:59 PM Pacific

Location: Aptos, CA

Department:



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Counseling & Guidance

Employment Opportunity

We need **YOU!** Cabrillo College is looking for staff to provide quality programs and services for a diverse student population promoting ever-evolving needs as our students grow toward their individual aspirational goals. Cabrillo is an Hispanic Serving Institution (HSI) with a special focus on enhancing the Latinx student experience. Come join our team, valuing high-level and innovative instruction, support services, a welcoming environment, and helping to change the world one student at a time!

This full-time, 12-months per year **Student Support Specialist** position performs routine to complex administrative support for the Pajaro Valley Unified School District (PVUSD) Strong Workforce grant and will work at Watsonville High School in the College and Career Center; provides front-counter support to students; verifies accuracy of enrollment forms and financial aid forms and assists students in correction/completion; schedules counseling appointments; performs and reconciles cashiering; assists with outreach and campus tours; assists with student employment and career research; creates and maintains department-specific tracking systems, reports, records and files required for work processes; and performs related duties as assigned.

The **ideal** candidate will share Cabrillo's commitment to educating its racially and socioeconomically diverse student population. Cabrillo College serves approximately 11,400 students per term. In the Fall of 2022, 58% of Cabrillo students are members of minoritized populations, identifying themselves as LatinX (51%), Multi Ethnic (5%), Asian (2%), Black Non-Hispanic (1%), Filipino (1%), American Indian/Alaskan Native (<1%) and Pacific Islander (<1%). In 2006, Cabrillo College was designated a Hispanic-Serving Institution, reflecting the great responsibility that the College has to the educational attainment and economic well-being of the surrounding community.

COMPENSATION AND BENEFITS:

Starting Salary Range: \$4,465 to \$5,169 per month; plus 5% annual increase up to step 7, maximum initial salary step placement on the classified salary schedule is step 4. Full-time (40 hours per week) assignment, 12 months per year. Monday through Friday, 8:00 a.m. - 5:00 p.m. with evenings and weekends as required.

Classified employees are required to join the California Public Employees' Retirement System (CalPERS) and as such contribute 8% of their monthly salary to CalPERS on a pre-tax basis. Position scheduled to begin as soon as possible, pending continued categorical and grant funding and

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Governing Board ratification. Salary is subject to proration based on the beginning date of assignment.
Cabrillo is unable to sponsor work visas.

Benefits: Our comprehensive benefits package includes medical, dental, life, short and long term, and vision (optional) insurance provided at a share of cost on a pretax basis, CalPERS Retirement and an Employee Assistance Program. Please see the [Benefitslink](#) on the HR webpage for more information.

Work-Life Balance:

This opportunity is a full-time assignment, months per year. [Classified employee benefits include:](#)

- Twelve (12) days vacation leave accrued annually; rate increases up to a maximum of twenty (20) days at year ten (10)
- Twelve (12) days of sick leave accrued annually, seven (7) of which can be used as Personal Necessity days annually
- Nineteen (19) paid holidays annually
- Five percent (5%) Longevity award annually after ten (10) years of service with increases to fifteen percent (15%) at twenty (20) years
- Professional Growth educational incentive program

As a classified staff member at Cabrillo College, you will join a vibrant community of professionals and educators working together to provide a positive educational environment where our students experience diverse academic and cultural perspectives.

Examples of Duties

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Facilitates the day-to-day operation of a student support center; performs customer service at a front desk, via email or over the phone; answers questions and explains service processes, procedures, rules and guidelines; screens students and the public for a variety of services; schedules appointments for counselors and enrolls students in workshops; assists students in accessing services such as employment, requesting accommodations, accessing materials and

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health services.

- Assists students with understanding and completing applications and/or forms; reviews admissions and records and financial aid forms for completion and assists students with electronic submission processes; reviews and scans transcripts and course equivalency information, graduation articulation requirements and transfer information; checks status of fee payments, waivers and financial aid.
- Tracks and inputs student and financial data into appropriate systems; processes various applications, forms and student records; prepares for review and submits statistical records and reports.
- Collects and processes a variety of student fee payments; safeguards student privacy; verifies and issues guest and student one-day parking passes; collects money for student parking permits, parking citations and bus passes; authorizes parking permit refunds; balances and reconciles cash drawers and prepares daily cash reports and deposits; records daily deposits in appropriate systems.
- Enters and retrieves data and prepares periodic and special reports, correspondence and other written materials using a personal computer system and various software such as email, word processing, spreadsheets and databases; performs basic research; develops, tracks, reconciles and reports administrative processes, metrics and documents; creates and maintains electronic and physical filing systems.

As assigned:

- Provides information to students, faculty and the community on student employment processes, policies and procedures; inputs job postings for internal and external positions; assists students, faculty, staff and the public on the use of specialized software and the internet for job and career information searches; processes applications, timesheets, background checks and other student employment documentation.
- Counts, audits and verifies daily receipts from front counter, including check, cash and credit card totals; audits and verifies daily deposits; reviews and verifies financial report totals and identifies, researches and corrects errors, within established policies and procedures.

OTHER DUTIES

- Assists with the training of student aides; monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards.
- May assist with classroom presentations, workshops, outreach events and major events on

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campus.

- Performs related duties as assigned.

Minimum Qualifications

EDUCATION AND EXPERIENCE

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:

- Understanding of, and sensitivity to, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation, of community college students, faculty and staff **AND** graduation from high school or GED equivalent **AND** two (2) years of clerical support experience, preferably involving frequent public or student contact **OR**
- Equivalent combination of training and experience.

PLEASE NOTE: Additional education may be substituted for the experience on a year-for-year basis up to two (2) years.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Modern office practices, procedures and equipment including knowledge of computers and applicable software programs.
- Customer service practices and telephone etiquette.
- District rules, policies and procedures applicable to departmental and division operations.
- Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
- Basic bookkeeping and elementary accounting practices and procedures.
- Applicable sections of the California Education Code, Title V and other applicable laws.
- The Family Educational Rights and Privacy Act and other District, state and federal laws, rules, regulations and policies governing student records.

Skills and Abilities to:

- Provide customer service in person and over the phone.

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- Comprehend requests for information or assistance, identify appropriate resources and effectively provide service.
- Review student applications and forms for completeness and accuracy.
- Type accurately at a speed necessary to meet the requirements of the position.
- Track and report statistical information utilizing complex spreadsheets and databases.
- Perform mathematical calculations.
- Interpret, explain and apply complex legal mandates, regulations, guidelines, policies and procedures applicable to assigned responsibilities with consistency and a high degree of accuracy.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Maintain confidentiality of District and student files and records.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Establish and maintain effective working relationships.
- Uphold the District's mission, values and objectives including equity and Guided Pathways.
- Support an inclusive work environment that fosters diversity, respect and engagement.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

- A valid California driver's license or ability to access and use alternative transportation.

DESIRABLE:

- Bilingual in English/Spanish
- Biliterate in English/Spanish

Additional Information

Application Process:

1. Complete application and answer all supplemental questions; provide detailed information to aid in determining if the minimum qualification requirements have been met
2. Attach resume

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3. Attach all unofficial transcripts for college coursework completed, if applicable, displaying any degrees conferred (photocopies, photos, and downloads are acceptable).

Please note: All application materials must be received by 11:59 pm on the closing date indicated above.

Attention Applicants

Only completed applications with the above required documents will be reviewed by the committee. Application materials not required (including cover letters and letters of recommendation) for this position will not be reviewed. Remove personally identifiable information such as personal photos, social security number, birth date, age, and gender from your application materials. Expenses related to the recruitment process are the responsibility of the applicant. **Cabrillo is unable to sponsor work visas.** A position eligibility pool may be established in order to fill other full-time, part-time, or substitute assignments as needs arise.

Questions? Concerns? Please contact HR as Departments, Divisions, and Committee Members are unable to discuss active recruitments with potential candidates.

Selection Procedure

A search committee will review and invite applicants for an interview. Meeting the posted requirements does not guarantee an interview. A written performance exercise and/or presentation/demonstration may be a part of the interview, and finalists may be invited to return for a second interview. All notifications will be via email, and can also be accessed through your [application profile](#).

Conditions of Employment

Selected candidates given a conditional offer of employment are required to submit tuberculosis screening clearance results, proof of eligibility to work in the United States, and present their Social Security card upon hire (for payroll purposes).

EEO Statement

Cabrillo College is an equal opportunity employer and actively seeks a diverse pool of qualified applicants. The policy of the College is to encourage applications from all persons. No person shall be

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denied employment because of ethnicity or race, color, sex or gender, gender identity, gender expression, age, religion, marital status, disability, sexual orientation, national origin, medical conditions, status or protected veteran status.

Accommodations

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Human Resources at cabrillohr@cabrillo.edu.

To apply, please visit <https://www.schooljobs.com/careers/cabrilloedu/jobs/4475486/student-support-specialist-pvUSD>

Contact Information

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

Contact

Counseling & Guidance
Cabrillo College

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