

Student Services Specialist
Southwestern Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=242738>

Downloaded On: Nov. 21, 2024 1:58pm

Posted Aug. 6, 2024, set to expire Dec. 5, 2024

Job Title	Student Services Specialist
Department	Disability Support Services
Institution	Southwestern Community College District Chula Vista, California
Date Posted	Aug. 6, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Other Administrative Categories
Academic Field(s)	Administration - Student Affairs
Job Website	https://www.swccd.edu/
Apply Online Here	https://applytab.io/457bb4

Apply By Email

Job Description

Salary: \$5,411.04 - \$6,846.07 Monthly

Location : Chula Vista Campus - Chula Vista, CA

Job Type : Classified Staff

Job Number : 00010

Division : Student Affairs

Department : Disability Support Services

Opening Date : 08/01/2024

FLSA : Non-Exempt

Funding Type : Categorical

Hiring Salary Range : \$5,411.04-\$5-854.76.

Initial Screening Deadline : 08/23/2024

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Work Schedule (Approx.) : Monday-Friday: 8:00 a.m.-5:00 p.m. Some nights and weekends required.
Start Date : As soon as the successful candidate is identified and following the subsequent governing board approval.

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

Description

SUMMARY DESCRIPTION

Under direction of assigned supervisor, provide direction for assigned student services program area; coordinate and participate in the performance of a variety of program coordination and technical duties in support of assigned student services area; oversee and participate in providing students, staff, and others with specialized information, training, and assistance related to area of assignment; oversee and participate in providing a wide variety of reference and resource information related to assigned function or program area; and perform a full range of the more complex program support and clerical assistance duties in support of assigned program area.

DISTINGUISHING CHARACTERISTICS

The Student Services Specialist is the advanced journey-level classification in the Student Services series with incumbents participating in program coordination and management duties as well as providing the more complex technical program support to an assigned student services area. Incumbents are assigned to perform a wide range of complex technical, program support, and clerical duties independently for assigned program area requiring a broad knowledge of an assigned program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.

Qualifications

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EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in business or related field; **AND** three (3) years of increasingly responsible experience in a student services area involving frequent student contact.

LICENSE OR CERTIFICATE

Valid California drivers license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

Additional assessment is required for Applicants with foreign degrees from colleges or universities outside of the United States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services ([NACES](#)) or Academic Credentials Evaluation Institute, INC. ([ACEI](#)). A copy of the evaluation must be submitted with your on-line application.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.
- Technical aspects of field of specialty.
- General principles, practices, and procedures of business administration and public administration.

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- Technical knowledge of business/industry principles and practices for the area of responsibility.
- Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.
- Basic program management principles and practices.
- Information and research resources available related to areas of assignment.
- Work organization and office management principles and practices.
- Processes, procedures, and practices of budget preparation and administration.
- Principles, practices, and procedures of business letter writing.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Basic research methods and techniques.
- Basic mathematical concepts.
- Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
- Interpersonal skills using tact, patience, and courtesy.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.
- District organization, operations, policies and objectives.
- Referral agencies, services, and departments on and off campus may be required for some assignments.
- Screening and interviewing techniques may be required for some assignments.
- Operating characteristics and functionality of specialized software packages used in assigned area.
- Basic techniques used in troubleshooting hardware and software problems may be required for some assignments.

Ability to:

- Coordinate and participate in the management of the functions and services of assigned program area.
- Perform a full range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Use technical concepts and basic program management tools and techniques to effectively

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- coordinate a program area and solve complex problems in creative and effective ways.
- Develop recommendations for problematic areas and implement and monitor changes.
- Participate in the development and administration of policies and procedures.
- Participate in the preparation and administration of assigned budgets.
- Perform a full range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.
- Implement procedures for the day-to-day operations of assigned program areas.
- Prepare calendar of events and workshops related to area of assignment.
- Coordinate and conduct workshops, seminars, special event, class presentations, orientations, and tours.
- Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.
- Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.
- Screen, interview, and assess needs of students and clients.
- Orient students, staff, and public to resources and services related to area of assignment.
- Research, compile, analyze, and interpret data.
- Independently compose and prepare routine correspondence and memoranda.
- Prepare a variety of clear and concise administrative and financial records.
- Implement and maintain filing systems.
- Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Establish, review, and revise office work priorities.
- Plan, organize, and assign work to meet schedules and changing deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Provide basic technical computer support as assigned including installing software and performing routine troubleshooting.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work effectively with minimal supervision.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

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- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

JOB DESCRIPTION: [Student Services Specialist \(Download PDF reader\)](#)

Duties

ESSENTIAL DUTIES

Normal 0 false false false EN-US X-NONE X-NONE st1\:{behavior:url(#ieooui) } /* Style Definitions */
table.MsoNormalTable{mso-style-name:"Table Normal";mso-tstyle-rowband-size:0;mso-tstyle-colband-size:0;mso-style-noshow:yes;mso-style-priority:99;mso-style-parent:"";mso-padding-alt:0in 5.4pt 0in 5.4pt;mso-para-margin:0in;mso-pagination:widow-orphan;font-size:10.0pt;font-family:"Times New Roman",serif;}

1. Assist in the planning, design, and implementation of program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes.
2. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program areas; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; develop and maintain handbooks, forms, and related policies and procedures.
3. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations.
- 4.

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Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; assure the timely completion of work in accordance with established policies, procedures, and standards.

5. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, tours, meetings, and other activities related to assigned program area; arrange and confirm speakers; reserve facilities and make other necessary arrangements.
6. Provide technical information and assistance regarding area of assignment to students, staff, and the general public; interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library.
7. Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information.
8. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, or summarize data; input and review data and prepare special and periodic reports related to an assigned project and/or program area including state and federally mandated reports; verify accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
9. Establish and maintain records including student records; maintain complex, interrelated filing systems including confidential files; collect, compile, and record narrative, statistical, and financial data and other information; research and verify information as requested.
10. Perform related duties and responsibilities as required.



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Supplemental Information

SALARY SCHEDULE: [CSEA - Classified Bargaining Unit \(Download PDF reader\)](#)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

This is a non-telecommuting position.

All District employees must participate in the COVID-19 Vaccination Program, which requires them to be fully vaccinated against COVID-19 unless they receive an approved medical or religious exemption.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

TENTATIVE TIMELINE: Any application received after the deadline is not guaranteed a review.

August 1-23, 2024 - Position advertised; District receives applications

August 23, 2024 - Initial screening deadline for guaranteed consideration.



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September 2-20, 2024 - Reviewing of applications.

September 23-27, 2024 - Search Committee interviews candidates

October, 2024 - Tentative employment start date pending Governing Board approval.

Application Process:

A confirmation email will be sent once your application packet has been successfully submitted.

It is the sole responsibility of the applicant to ensure that all application materials are received by the review deadline date. A separate, complete application packet is required for each position for which you are applying for. All materials included in your application packet become District property, will not be returned, will not be copied, and will be considered for this opening only.

A screening committee will evaluate applicants, taking into account the breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. Selected applicants will be invited for an interview.

INTERVIEW TRAVEL COSTS MUST BE BORNE BY THE APPLICANT.

If additional positions become available in this classification, applications received in response to this posting may be considered for those additional positions for up to 90 days after final board approval.

Candidates selected for employment with Southwestern Community College District must be fingerprinted by an electronic fingerprinting service (i.e. LiveScan) within 10 days of employment; provide clearance of tuberculosis (dated within the past 4 years and renewed every four years as a condition of continued employment) within 60 days of employment; provide proof of eligibility to work in the United States.



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Successful candidate selected may be assigned to any of the campus sites (Chula Vista, Crown Cove, National City, Otay Mesa, and/or San Ysidro).

American with Disabilities (ADA):

Reasonable accommodations will be provided to candidates with verified disabilities. Accommodation requests should be made as soon as practical by calling Human Resources at (619) 482-6395.

Equal Employment Opportunity:

As an Equal Opportunity Employer and in compliance with the Americans with Disabilities Act, Southwestern Community College District will make reasonable accommodations for individuals with disabilities.

The Southwestern Community College District shall not discriminate against any person in employment or in any program affiliated with the District on the basis of age, ancestry, color, ethnic group identification, national origin, religion, race, sex, sexual orientation, physical or mental disability, veteran status, or on the basis of these perceived characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

Notice of Availability of the Annual Security Report:

Southwestern Community College District is committed to assisting all members of the community in providing for their own safety and security. The Annual Security Report is available on the [SWCPD website](#).



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If you would like to receive a hard copy of the Annual Security Report, which contains this information, you can stop by the College Police Department or you can request that a copy be mailed to you by calling (619) 482-6390.

Drug and Alcohol Abuse Prevention Plan (DAAPP):

More information about the DAAPP, including the Biennial report and additional resources can be found in the [Drug and Alcohol Abuse Prevention Program](#) website.

Contact Information

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

Contact