

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

<b>Job Title</b>	Student Support Specialist II
<b>Department</b>	Student Services
<b>Institution</b>	Copper Mountain College Joshua Tree, California
<b>Date Posted</b>	Oct. 1, 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/5680145">https://apptrkr.com/5680145</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

Image not found or type unknown



### Student Support Specialist II

**Salary:** \$24.92 - \$37.66 Hourly

**Job Type:** Full-Time

**Department:** Student Services

**Closing:**

**Location:** Joshua Tree, CA

**Job Number:** 20240927SSSII

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

### Position Description

Under the direction of the Dean of Student Services, the Student Support Specialist II performs a variety of specialized and complex duties related to admissions, registration, residency, records maintenance, and transcripts. In addition, this position coordinates and maintains student records, performs specialized transcript services, and provides clerical and secretarial support to Student Services. Performs related duties as assigned.

This is a 40 hours/week, 12 months/year position and is in the Admissions and Records department.

\*This is a categorically funded position contingent on continuous funding\*

**\*\*In order for your application to be considered, you must attach the required attachments listed below\*\***

### Duties and Responsibilities

- Provide assistance and information to students, staff, and the public regarding admissions, registration, transfer process and eligibility, and enrollment; process student admission applications and review for accuracy and completeness.
- Interpret, apply and explain District policies and procedures verbally or in writing.
- Communicate with other staff concerning student records for errors or discrepancies.
- Assist with the coordination of office activities and resolve day-to-day office issues. Work with student services staff members as a team to address internal and external communication issues. Refer when appropriate.
- Receive and process various forms of Admissions and Records documentation, review for accuracy, completeness.
- Maintain up-to-date information on admissions rules and policies as they relate to the student population. Determine student legal residence status in accordance with Federal and State laws and regulations; serve as a resource for students on issues of residency; approve or deny residency accordingly.
- Record, update and maintain information, application, and other related documentation in the appropriate computing system. Maintain student records and files including updating vital information such as name, social security number, address, telephone or other changes to student records; admission information, transcripts, placement and other appropriate documents; update student database with changes; verify changes for accuracy. Identify and correct

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

discrepancies and errors in student records.

- Assist in preparation for registration activities; participate in the input of registration and other data into appropriate databases; assist in the maintenance of databases including course equivalency, and transfer databases.
- Provide support to Counseling and outreach programs.
- Assist in the training and provide work direction of assigned personnel and student workers.
- Process requests for adds, drops, grade changes, class audits, community education registration and student success center registration, exceptions, repeat courses, and academic renewals in accordance with State and College policies and guidelines; submit documentation to appropriate personnel.
- Interact with college departments and outside agencies as assigned. Maintain a friendly and service oriented attitude in working with staff, students and the general public.
- Participate in District provided in-service training.
- Submit requests for supplies, equipment and material; ensure appropriate supplies, electronic equipment and support services are available and operational.
- Schedule counseling and other appointments.
- May provide technical information and assistance regarding financial aid programs and answer questions from staff, students, and public regarding financial aid programs and the process of receiving financial aid.;
- Perform complex secretarial duties for multiple persons requiring typing, editing, or proofreading of materials, such as correspondence, brochures, flyers, newsletters and statistical data; distribute information and follow-up as necessary; prepare letters, emails and other correspondence.
- Prepare and assist with special and statistical reports and conduct research as requested.
- Use equipment, technology and materials specific to the program; may explain and demonstrate how to use program equipment, and technology.
- Prepare outgoing transcripts according to college procedures as requested by students and other institutions.
- Maintain internal and external databases related to outgoing and incoming transcript processing.
- May assist Business Services in receiving payments for specific tasks related to Admissions and Records.
- Participate in transcript evaluation activities related to degree audit evaluation; verify student cumulative data and grade point average, and conversion of data to semester system if prior educational institution operated on a quarter system.
- Attach/apply evaluated coursework to student record and perform preliminary evaluation on student transcripts in accordance with college procedures and guidance from counselors for associate degree and certificates; verify documents for course acceptance; send correspondence

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

- to students regarding documents for transfer credit evaluation; consult with faculty.
- Build and maintain internal and external databases related to transcript evaluations.
  - Receive and post incoming transcripts, credits from other schools, Advanced Placement units, CLEP information and units, and military credits to student transcript file in the database. Apply equivalencies to the appropriate internal and external databases.
  - May process concurrent enrollment of high school students' (K-12) required forms. Forward a copy of the transcript to the junior and high schools after each semester.
  - Research past student records related to registration, enrollment, transfer acceptance or educational progress as requested.
  - Assist with processing California State University General Education and Intersegmental General Education Transfer Curriculum certification for transfer students.
  - Assist and support the Articulation Officer by reviewing and confirming the accuracy and information in the college catalog and other related documents pertaining to the transferability of courses; curriculum changes and their effect on evaluation and transfer. Participate in outreach and events.
  - Serve as Student Services liaison as assigned at meetings and workshops both on campus and off campus.
  - Participate in District provided in-service training.
  - Assist with commencement ceremony as required.
  - Performs other related duties pertaining to lower or equal classification as assigned within the Admissions and Records department

### Qualifications

**Education and Experience:** Any combination of education and experience equivalent to an Associate's degree and two (2) years of increasingly responsible office clerical or secretarial experience. Community college experience preferred.

**Knowledge of:** Secretarial and office management principles; state and federal regulations related to the enrollment and registration of college students; state, federal and College rules and regulations related to student residency requirements, including applicable California Education Code requirements; financial record keeping procedures, methods, practices and terminology; principles of training and providing work direction; modern office practices, procedures and equipment; record-keeping techniques; ; computer operation and software used in an office environment; oral and written communication skills; interpersonal skills using tact, patience and courtesy.

### Abilityto

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

: Learn, apply and perform clerical and specialized functions, activities and operations of admissions, enrollment and registration operation clerical and other Student Services functions; operate a computer terminal and assigned software; communicate effectively both orally and in writing to exchange information; maintain records and prepare reports; understand and follow oral and written instructions; communicate policies, guidelines, regulations and laws to staff, students and public and exchange information; prioritize and schedule work; read a variety of materials; post and make arithmetic computations rapidly and accurately; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion; train and provide work direction to others; work independently with little direction.

### Supplemental Information

- Ability to read computer screens and handwritten and printed documents.
- Ability to obtain or replace files and records.
- Ability to sit or stand for long periods of time.
- Ability to communicate in person or by telephone.
- Ability to use a variety of office equipment, computer keyboards and manipulate paper.
- Ability to lift supplies and materials up to 15 pounds.

### Tentative Timeline:

First consideration will be given to candidates who apply by **October 14, 2024**. Applications will be accepted until the job posting is removed.

*Applications will be reviewed in the order in which they are received. Based on the number of applications received, this posting may close without notice.*

\*All dates are subject to change based on availability

### Required Attachments:

*In order for your application to be considered you must attach:*

1. A current and complete resume or CV highlighting educational, professional, and applicable experiences.
2. College transcripts from an accredited college or university if education is a requirement of the

## Student Support Specialist II Copper Mountain College

Direct Link: <https://www.AcademicKeys.com/r?job=246154>

Downloaded On: Oct. 6, 2024 3:15am

Posted Oct. 1, 2024, set to expire Nov. 19, 2024

position (student copies are acceptable for application purposes but official transcripts will be required if hired).

3. A cover letter.

### **EQUAL OPPORTUNITY STATEMENT:**

Copper Mountain College is committed to Equal Employment Opportunity for all persons and to provide educational and employment opportunities free from discrimination on the basis of ethnic group identification, gender identification, national origin, religion, age, veteran status, sex, race, color, ancestry, sexual orientation, or physical or mental disabilities, and other physical or verbal conduct. Inquiries regarding compliance and/or grievance procedures may be directed to the School District's Title IX Officer and/or Section 504/ADA Coordinator.

To apply, please visit <https://www.schooljobs.com/careers/cmccd/jobs/4674275/student-support-specialist-ii>

### **Contact Information**

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

#### **Contact**

Student Services  
Copper Mountain College

,