

TEMPORARY Program Specialist - Student Services  
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=252090>

Downloaded On: Jan. 26, 2025 2:26am

Posted Jan. 24, 2025, set to expire Jul. 23, 2025

<b>Job Title</b>	TEMPORARY Program Specialist - Student Services
<b>Department</b>	
<b>Institution</b>	State Center Community College District Fresno, California
<b>Date Posted</b>	Jan. 24, 2025
<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 - Other
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<b>Job Description</b>	

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**TEMPORARY Program Specialist - Student Services**

**Salary:** \$31.40 - \$38.62 Hourly

**Location:** Fresno City College, CA

**Job Type:** Temporary

**Division:** FCC Counseling & Student Services

**Job Number:** 202400372-T

**Closing:**

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### General Purpose

Under general supervision, assists with the planning and implementation of student services, programs and events; assists new and current students with complex program information, enrollment and class scheduling; provides support to at-risk student populations; performs advanced administrative support including preparing and analyzing statistical data; assists with monitoring program compliance with federal, state and District policies, rules and regulations; and performs related duties as assigned.

### Essential Duties & Responsibilities

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.

1. Provides input in selecting, training and providing day-to-day lead work guidance and direction to other program staff, tutors and student aides; assigns, schedules and monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; monitors workflow to ensure that mandated deadlines are being met in an optimal manner; provides information, instruction and training on work procedures and technical, legal and regulatory requirements.
2. Provides input to supervisor on employee work performance and behaviors; assists in ensuring a fair, open and inclusive work environment in accordance with the District's mission, goals and values.
3. Facilitates the day-to-day operation of a student services program or department; participates in front-desk coverage, explains program or service processes, procedures, rules and guidelines and screens students for a variety of programs and services; assists students with understanding and completing applications and/or forms, program and matriculation requirements; assists students in accessing student services such as attending events and workshops, requesting accommodations, accessing materials and performing transfer and career research.
4. Serves as the functional specialist for - appointment setting, case management or program-specific electronic databases and programs; facilitates student, Counselor and staff use of systems and programs including department specific third-party software; tracks and inputs program statistical and student data into appropriate systems often requiring independent decision making on coding that impacts federal, state and District integrated databases, student success measures and program funding; tracks student ongoing eligibility for programs and notifies students regarding program status; prepares for review and submits statistical records and reports and may upload to third-party databases; assists in data collection for program audits.
5. Screens student needs for Counselors and schedules student counseling appointments;

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independently performs research for Counselors and other faculty on specific student/department issues and programs and resolves routine issues; maintains a variety of office and student records and files often requiring data confidentiality; responds to subpoenas and public records requests following established guidelines.

6. Assists with conducting studies and analyses to identify program enhancements and/or new programs and services and to evaluate the effectiveness of current programs; performs appointment audits, tracks cohort membership and may assist in assessing student area outcomes in applicable programs.
7. Coordinates logistics for major events, including liaison with event participants, vendors and sponsors; works with other campus departments and facilities; orders food, materials and supplies; troubleshoots onsite, proactively resolving issues.
8. Reviews, submits and tracks requests for payments and purchase orders in accordance with District policies and procedures; reviews travel and conference expense forms; calculates budget usage and fund percentages; prepares budget variance reports and spending forecasts for management review; tracks multiple funding sources; may participate in grant administration functions including basic grant writing, collecting program data and generating performance reports.
9. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

### **OTHER DUTIES**

1. Coordinates and participates in program workshops; prepares and produces promotional materials including flyers, invitations, programs and publications; updates and maintains department or program website and social media accounts.
2. Maintains and purchases inventory and supplies.
3. Performs related duties as assigned.

### **Employment Standards / Minimum Qualifications**

#### **KNOWLEDGE, SKILLS AND ABILITIES** Knowledge of:

1. Modern office practices, procedures and equipment including advanced knowledge of computers and applicable software programs.

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2. General principles, practices and techniques used in customer service, public relations and community outreach.
3. Department services, program goals, objectives, policies, procedures and practices.
4. College course prerequisites and matriculation policies.
5. District student recordkeeping practices and procedures for processing student information and interpreting input and output data.
6. District payroll and general accounting system operations, practices and procedures.
7. College and District organization, rules, policies and procedures applicable to departmental and division operations.
8. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
9. District policies, procedures and rules regarding budgeting, purchasing and travel/training and expense reporting.
10. Basic grants administration.
11. Applicable sections of the California Education Code.
12. The Family Educational Rights and Privacy Act and other District, state and federal laws, rules, regulations and policies governing student records.
13. Safety policies and work practices applicable to the work being performed.
14. Basic principles and practices of employee work guidance and direction.
15. Personnel Commission Rules, Board Policies, Administrative Regulations, Human Resources procedures and collective bargaining agreements.
16. Uses and operations of scanners, phone systems, computers, standard business software, and database and spreadsheet applications.

### **Skills and Abilities to:**

1. Assign and review the work of assigned staff.
2. Communicate information accurately and effectively; understand requests for information or assistance; maintain a courteous and tactful manner when under pressure or in an antagonistic situation.
3. Assist in the planning and implementation of programs and activities in assigned Student Services program or department.
4. Screen for and schedule counseling appointments.
5. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action in accordance with established policies and procedures.
6. Set priorities and exercise sound judgment within areas of responsibility.
7. Track and report statistical information utilizing complex spreadsheets and databases.
8. Understand, interpret, explain and apply applicable laws, codes, regulations, policies and procedures.

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9. Maintain confidentiality of District and student files and records.
10. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
11. Communicate effectively, both orally and in writing.
12. Understand and follow written and oral instructions.
13. Operate a computer and use standard business software.
14. Represent the District effectively one on one and in a variety of group settings.
15. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### **EDUCATION AND EXPERIENCE**

An associate degree with coursework in education, psychology, communications, public relations or another relevant field and one year of closely related work experience in student services support, preferably in assigned program; or an equivalent combination of training and experience.

### **LICENSES, CERTIFICATES AND OTHER REQUIREMENTS**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program may be required in some assignments.

When assigned to Health Services programs, a valid CPR certification is required within 3 months of hire or appointment.

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand and stand for long periods at a time; and lift up to 10 pounds and occasionally up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **Mental Demands**



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While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

### **WORKING ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption; and intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

### Distinguishing Characteristics

A Program Specialist - Student Services is the paraprofessional, lead level in the program support series. Incumbents perform complex program support requiring program-specific knowledge and training. Duties and responsibilities are carried out with considerable independence within a framework of established policies and procedures. Incumbents may provide day-to-day work direction to lower-level clerical support staff and student aides.

A Program Specialist - Student Services is distinguished from a Senior Program Specialist - Student Services in that an incumbent in the latter class performs professional-level program development and implementation duties.

### **Assessment Process**

**Only the most qualified applicants will be invited to interview for the assignment.**

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4800968/temporary-program-specialist-student-services>



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**Contact Information**

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

**Contact**

N/A

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