

Student Services Specialist
Rancho Santiago Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=253896>

Downloaded On: Mar. 4, 2025 1:56pm

Posted Mar. 3, 2025, set to expire Mar. 21, 2025

Job Title	Student Services Specialist
Department	Santa Ana School of Continuing Education
Institution	Rancho Santiago Community College District Santa Ana, California
Date Posted	Mar. 3, 2025
Application Deadline	03/21/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Student Affairs
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Job Description	

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Student Services Specialist

Rancho Santiago Community College District

Salary Range: Grade 10: \$28.11

Job Type: Part Time

Job Number: CL25-01133



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Location: Santa Ana, CA

Division: Santa Ana School of Continuing Education

Closing: 3/21/2025 5:00 PM Pacific

POSITION DETAILS

About Rancho Santiago Community College District

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Rancho Santiago Community College District (RSCCD) is one of the most established districts in the state and has been in operation for nearly 50 years. Located in the heart of Orange County, it is one of the largest of California's 72 community college districts, based on the number of credit and non-credit students. RSCCD encompasses 25 percent of Orange County's total area and serves a population of more than 700,000 residents in the communities of Anaheim Hills, Orange, Santa Ana, Villa Park, and portions of Anaheim, Costa Mesa, Irvine, Fountain Valley, Garden Grove, Tustin, and Yorba Linda. The district includes Santiago Canyon College and Santa Ana College, as well as the Centennial and Orange Continuing Education Centers, the Digital Media Center, the Joint Powers Fire Training Center, the Orange County Sheriff's Regional Training Academy, the College and Workforce Preparation Center, and the District Operations Center. RSCCD's three (3) auxiliary Foundations are actively involved in supporting both community and campus programs.

RSCCD's student population is a direct reflection of the diverse communities in the surrounding neighborhoods. As a whole, the district has the honor of serving approximately 55,537 students: 51% Hispanic/Latinx, 20% White, 9% Asian & Filipino, and 2% are African American. RSCCD is a proud Hispanic Serving Institution (HSI) and serves predominately historically underrepresented students. There is a commitment to foster student centered values among our employees to provide equitable student learning, academic excellence, and workforce development. By delivering high-quality educational programs and student support services, the district ensures that students have the appropriate resources to achieve their goals.

At RSCCD, our mission is to integrate diversity, equity, inclusion, accessibility, and justice into all aspects of student academics and employee relations. Thus, creating transformational experiences that prepares students and employees to engage in the world with a renewed sense-of-self. Through this commitment, Rancho Santiago Community College District strives to cultivate a learning environment that prioritizes respect, to ensure that RSCCD stakeholders feel valued and supported throughout their academic and professional careers.

About the Position

The ideal candidate will demonstrate cultural competency in serving diverse community college populations, including faculty, management, and students from varied ethnic, racial, cultural, and socioeconomic backgrounds. This includes those with differing abilities, AB 540 students, DACA recipients, Foreign Residents, VACA participants, and Continuing Education students. They will support RSCCD's mission to promote self-awareness, knowledge, and communication skills, enabling all members of the college community to participate creatively and confidently in an ever-changing world.

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Candidates will contribute to an inclusive and collaborative workplace culture that supports the diverse needs of faculty, management, staff, and students. They will effectively provide services and support to individuals with differing academic preparation levels and unique learning or workplace needs, ensuring equitable access and opportunities for success. Candidates should demonstrate cultural competency, sensitivity, equity-mindedness, and a commitment to anti-racism in all interactions and contributions. Through their role, they will empower students to achieve their educational and career goals while promoting a positive and inclusive environment where faculty and management can thrive, fostering creativity, confidence, and lifelong learning throughout the college community.

Class Summary

Under direction gives oral presentations to the community and high schools for recruitment purposes; assists students in academic advisement, career planning, and transitioning from high school, continuing education and other types of institutions to the college; may supervise student workers; and performs related duties as assigned.

Representative Duties

Responsible for recruitment of high school and non traditional students; conduct outreach presentations to high schools and community agencies on subjects such as: admissions, financial aid, residency issues, and program information; collect student information and maintain database for tracking students through the applications, testing and registration process; assists students in obtaining counseling, admission, registration and other campus services; organize and provide support for on campus events; assists in the performance of retention services; conducts tours of campuses; perform other related duties as assigned.

Organizational Relationships

This class reports to the designated manager/administrator. This class works closely with students and gives outreach presentations to the public and community services.

Knowledge and Abilities

Good Knowledge of: methods and procedures of academic and/or career advisement; college programs, policies, and procedures; written and spoken English.

Knowledge of: principles of training; the special needs of diverse student populations; record keeping; principles of public contact and public relations.

Ability to: establish and maintain effective relationships with students, community agencies and the public; communicate effectively; be sensitive to students with special needs; train and supervise personnel; learn, understand and explain college procedures and regulations; advise students on relevant content area.

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Skills: May require oral and written proficiency in a language of student population targeted for recruitment, as measure by bi-literacy tests.

QUALIFICATIONS

Minimum Qualifications Training and Experience

Any combination of training and/or education equivalent to one year of related experience working with students which could include students with special needs.

Additional Qualifications

Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ability, and ethnic backgrounds of community college students, staff, and the community.

APPLICATION PROCESS

To ensure full consideration, all applicants must submit a complete Rancho Santiago Community College District online application that includes the items listed below by the position's closing date. Recruitment will review all applications for completeness, and only complete application packets will be forwarded to the screening committee for further review.

A Complete Application Packet Must Include the Following:

1. RSCCD Online Application
2. Resume - details all relevant education, training, and other work experience

Application Screening

Job announcements will include screening criteria to be used during screening and interviews. This may include, but is not limited to:

- Education experience (breadth and depth)
- Work experience (breadth and depth)
- Demonstrated ability to work cooperatively with others
- Bilingual ability in Spanish or Vietnamese

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- Demonstrated experience and sensitivity to diversity, equity, and inclusion.
- Professional growth activities
- Specialized skills training
- Leadership skills
- Written and/or oral communication skills
- Presentation
- Problem Solving.

Based on the information presented in the application materials, a limited number of candidates with qualifications most pertinent to the position will be invited to participate in the selection process, which may include a written test and an oral interview. Meeting the position's minimum requirements does not guarantee advancement in the selection process. Candidate qualifications will be assessed to determine those who meet and exceed requirements and are deemed the most competitive in the applicant pool.

Interview

Applicants selected for an interview may be required to take additional tests or assessments and will be notified of such prior to the date of the interview. During the oral session, those selected for interviews will, in addition to the above, also be evaluated on the following factors:

- Oral communication skills
- Presentation
- Problem-solving skills

A predetermined set of questions will be asked of all applicants interviewed. Applicants are requested to provide thorough yet concise information on their related experience to ensure the correct evaluation of their qualifications. Evaluation criteria will be applied consistently to all applicants.

Disability Accommodations

Individuals who require reasonable accommodations in the Application or Interviewing Process in accordance with ADA should notify the Recruitment Office in the Human Resources Division at least two days prior to the closing date, by calling (714) 480-7455.

Conditions of Employment The selected candidate is required to complete the following before employment as part of the onboarding process:

1. Present original documents for proof of eligibility to work in the United States.

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2. Provide a certificate of Tuberculosis Exam.
3. Fingerprints (by a Live Scan Agency at the candidate's expense, and clearance must be received before the first day of employment)

EEO STATEMENT

The Rancho Santiago Community College District (RSCCD) is committed to the concept and principles of staff diversity and equal employment opportunity by prohibiting discrimination based on ethnic group identification, national origin, religion, age, sex, race, color, ancestry, sexual orientation, physical or mental disability, gender identity, medical condition (cancer-related or genetic characteristics), marital status, citizenship, or service in the uniformed services, 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. Applications from all persons interested in the position are encouraged.

To apply, please visit <https://www.schooljobs.com/careers/rsccd/jobs/4850469/student-services-specialist>

Contact Information

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

Contact

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