

Business, Hospitality, Information Technology (BHIT),
Health Sciences, and Arts & Sciences Pathway Specialist
(Program Specialist 2)
Community Colleges of Spokane

Direct Link: <https://www.AcademicKeys.com/r?job=258432>

Downloaded On: Jun. 18, 2025 6:35pm

Posted Jun. 18, 2025, set to expire Jun. 30, 2025

Job Title Business, Hospitality, Information Technology (BHIT),
Health Sciences, and Arts & Sciences Pathway
Specialist (Program Specialist 2)

Department SCC Registration

Institution Community Colleges of Spokane
Spokane, Washington

Date Posted Jun. 18, 2025

Application Deadline 06/30/2025

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Apply By Email

Job Description

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**Business, Hospitality, Information Technology (BHIT), Health Sciences, and Arts & Sciences
Pathway Specialist (Program Specialist 2)**

Community Colleges of Spokane

Location:Spokane CC Main Campus Spokane

Department:SCC Registration

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Salary Range: \$3,643 - \$4,865 Posted Jun. 18, 2025, set to expire Jun. 30, 2025

Starting salary for this position is: \$3,643 (Monthly)

Employees hired at the entry step of this range receive salary step advancement after six months and every 12 months thereafter. An employee hired at anything higher than the entry step of the range will have salary step advancement after 12 months and every 12 months thereafter until they reach the top of the salary range. Each salary step advancement will be approximately a 5% increase.

About Us

Spokane Community College, part of Spokane Colleges, serves 15,000 students with career technical, liberal arts, and adult education programs in Spokane and surrounding rural communities.

Applications will be accepted until 4:00 p.m. PST on 06/30/2025. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.

About the Business, Hospitality, Information Technology (BHIT), Health Sciences, and Arts & Sciences Pathway Specialist (Program Specialist 2)

JOB SUMMARY

Under the general supervision of the Manager of Registration, the primary purpose of the Pathway Specialist is to serve as a program representative and resource to onboard, plan, organize, coordinate, and enroll students entering BHIT, Health Sciences, and Arts & Sciences division programs at Spokane Community College (SCC).

This position is responsible for overseeing day-to-day BHIT, Health Sciences, and Arts & Sciences program enrollment processes that include, but are not limited to, serving as the enrollment representative and resource, maintaining extensive contact with BHIT, Health Sciences, and Arts & Sciences division students and faculty, providing wrap-around student service and program support, and troubleshooting issues as they arise while maintaining professional and personal integrity and ethics regarding fairness to applicants at all times. This position also assists the deans, department chairs, faculty, and Office of the Registrar with developing and coordinating student-centered, college-wide activities, including but not limited to program review of degrees and certificates within the BHIT,

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Health Sciences, and Arts & Sciences divisions, enrollment management and coordinating activities related to the BHIT, Health Sciences, and Arts & Sciences division.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

- Meet with students and advise potential program applicants of program prerequisites. *
- Provide registration information and technical assistance to students and faculty in BHIT, Health Sciences, and Arts & Sciences division programs as well as promote the BHIT, Health Sciences, and Arts & Sciences division programs to prospective students. *
- Engage in the preparation of enrollment and promotional materials for the BHIT, Health Sciences, and Arts & Sciences division, program options, and the wrap-around services provided within each program. Provide educational, promotional, and event invitations in the customer relationship management (CRM) system to students and the public. *
- Create and maintain program interest lists for assigned programs. *
- Evaluate student transcripts, test scores, and files for program acceptance by proactively analyzing data regarding student interest, performance and progression and facilitate assistance as needed for student retention and success. *
- Answer, research and problem solve questions from administrators, instructional deans and faculty, counselors, and staff about programs specific to the BHIT, Health Sciences, and Arts & Sciences division.
- Monitor and respond to student and public inquiries in the CRM about BHIT, Health Sciences, and Arts & Sciences programs and inform students of other student services available to them. *
- Attend meetings as a BHIT, Health Sciences, and Arts & Sciences program specialist; develop and make public presentations on BHIT, Health Sciences, and Arts & Sciences division related topics, student interventions, most impactful practices, etc. Attend Guided Pathways committee meetings, advisory board committee meetings and other meetings as assigned. *
- Coordinate, schedule and monitor program enrollment activities:
 - Coordinate with BHIT, Health Sciences, and Arts & Sciences deans, chairs, and faculty, counselors, Financial Aid, Workforce Transitions, Admissions, and other Pathway Specialists on enrollment, recruiting, and retention efforts and activities. *
 - Activities include but are not limited to Future Sasquatch Days, Information Sessions, Student Onboarding Days, batch registration, routine student outreach, inquiry response, and student correspondence, texting and phone calls. *
 - Monitor and record all activity in the CRM. *
 - Report on activity and outcomes to stakeholders. *
- Assist students and faculty with persistence efforts in collaboration with the Counseling department and other Student Services departments including planning and participating in batch registration events for the BHIT, Health Sciences, and Arts & Sciences division to ensure

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retention of currently enrolled students.

- Consistently train and participate in SCC Campus Equity, Diversity and Inclusion (EDI) Strategic Plan and Admissions and Registration Equity Work Plan. *
- Cross-train with other Registration staff to provide consistent and complete support for student needs related to BHIT, Health Sciences, and Arts & Sciences division retention and enrollment. *
- Support the coordination and execution of college Guided Pathway efforts across campus toward an equitable and inclusive student-centered environment, in collaboration with other programs and services. *
- May direct the work of others and or/coordinate services of lower-level staff, work-study students and student interns.
- Back-up other areas in the department as assigned or needed.
- May attend other meetings and events as assigned.
- Model professional decorum and mutual respect in all personal interactions. *
- Complies with district policy, procedures and directives, state and federal regulations, orders and statutes and collective bargaining agreements. *
- Support and advance the CCS strategic plan, and perform other duties as assigned. *

**Indicates this is an essential duty.*

COMPETENCIES

- Manages Complexity
- Decision Quality
- Action Oriented
- Plans & Aligns
- Ensures Accountability
- Drives Results
- Collaborates
- Instills Trust
- Demonstrates Self-Awareness
- Self-Development
- Nimble Learning
- Situational Adaptability

Learn more about [our competencies](#).

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MINIMUM QUALIFICATIONS

- Associate degree. Or an equivalent mix of education and experience that demonstrates the candidate meets all competency requirements for this position.
- Ability to learn the various degrees/certificates and/or admission/registration cycles.
- Excellent interpersonal, oral, written skills along with the ability to work effectively with diverse students, faculty, staff, and administrators.
- Ability to interpret rules, policies and procedures.
- Ability to work in a team-oriented environment while fostering a climate of equity and belonging through multicultural awareness and responsiveness.
- High degree of competency in Microsoft Office suite, particularly Outlook, Excel, Word and other video conferencing software (Zoom, Teams, etc.).
- Ability to travel and work evenings and/or weekends for assigned BHIT, Health Sciences, and Arts & Sciences divisions activities.
- Ability to perform accurate, high-quality work and meet deadlines with constant interruptions, as well as the ability to answer on demand questions by phone, in person, or electronically.
- Ability to track student progress and pull from various data reports.

DESIRED QUALIFICATIONS

- Bachelor's degree or higher.
- Two or more years of experience in Student Services or related area.
- Knowledge of the Family Educational Rights and Privacy Act (FERPA)
- Experience using an integrated student management system (e.g., PeopleSoft, Banner, Workday, etc.).
- Experience using a customer relationship management (CRM) system.
- Additional knowledge of Community Colleges of Spokane (CCS) or Washington State policies and procedures.

PHYSICAL REQUIREMENTS

- Work is performed in an office environment with frequent interruptions and background noise.
- Work is sedentary.
- Work directly with students/clients

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CONDITIONS OF EMPLOYMENT

- Full-time schedule (12 months, 40 hours a week).
- This position is overtime eligible.
- 6-month probationary period.
- May require local or regional travel.
- May be required to work alternate shift.
- Criminal background check is required.
- This position is covered under a collective bargaining agreement. Membership is optional.

Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the district to sponsor an H1-B visa. In addition, the Spokane Colleges maintain a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and promote a multicultural work and education environment.

Prior to a new hire, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position. Once an applicant is chosen for a position, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.

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Benefits Information

Medical, dental, life and long term disability insurance benefits are provided as currently administered under Public Employees Benefits Board; WA State Retirement Plan; vacation and sick leave begin to accrue at the rate of one (1) day per month, upon employment. (For positions that are less than full time, leave accruals will be prorated to the percentage of the position.) This position is designated a bargaining unit position and union membership is not a condition of employment. Leave accruals and usage are governed by the WFSE collective bargaining agreement.

[Public Employees Benefits Board](#)

[Additional benefits information](#)

Required Application Materials

To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:

- Cover letter - addressing your qualifications relevant to the responsibilities of this position.
- Resume.
- References - the names, addresses, and phone numbers of three professional references.

For questions regarding a job application or the hiring process, or if you require an accommodation during the application or interview process, please contact HR at CCS.Recruiter@ccs.spokane.edu.

Equal Opportunity Institution

Spokane Colleges does not discriminate in its programs, activities and employment on the basis of race, creed, color, religion, national or ethnic origin, age, sex, marital status, pregnancy, pregnancy related conditions, parental status or families with children, status as a mother breastfeeding their child, AIDS/HIV or hepatitis C, honorably discharged veteran status, sexual orientation, gender identity or expression, disability, use of a trained guide dog or service animal by a person with a disability, genetic information, or any other legally protected category.

Direct all inquiries or grievances regarding access, Title IX, ADA, equal opportunity compliance, and/or

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grievances to:

Fred Davis | Chief Human Resources Officer

Spokane Colleges

P.O. Box 6000, MS1004

Spokane, WA. 99217-6000

509-434-5040

To apply, please visit: <https://careers.ccs.spokane.edu/jobs/business-hospitality-information-technology-bhit-health-sciences-and-arts-sciences-pathway-specialist-program-specialist-2-spokane-washington-united-states>

Contact Information

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

Contact

SCC Registration

Community Colleges of Spokane

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