



JOB TITLE: STUDENT SERVICES SPECIALIST

Classification: Classified
Salary Range: 33

Retirement Type: PERS*
Revised/Board Approved: April 27, 2025

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform specialized duties in an assigned student services area such as EOP&S, student affairs, evaluations, disabled student services or other assigned area; recommend action regarding the status of students and represent assigned program to other student services.

REPRESENTATIVE DUTIES:

Perform a variety of specialized paraprofessional duties to provide services to students in an assigned student services area.

Provide specialized information and technical assistance to students regarding transfer and graduation requirements, student activities and available programs and services.

Interpret, apply and explain complex rules regulations, requirements and restrictions related to assigned student services area; refer students to other student services as appropriate; recommend action regarding student applications for the assigned program or service.

Answer questions and serve as technical resource to students, instructors and others in assigned area of student services.

Communicate with other District departments and personnel, educational institutions, community organizations and other outside organizations and agencies to exchange information and coordinate activities.

Maintain various records and files related to students and specialized functions of assigned area; compile information for reports as required.

Train and provide work direction to student assistants and other personnel as assigned; assign and review work; participate in selection and evaluation processes as requested.

Prepare and process forms, applications and other documents according to established program requirements and College policies.

Operate a PC or computer terminal to update records, input data, generate reports and verify student information; assure accuracy and completeness of data.

Operate a variety of office equipment such as typewriter, computer terminal, calculator and copier.

Maintain current knowledge of rules, regulations, policies and legislation concerning the assignment.

Perform related duties as assigned.

JOB QUALIFICATIONS:Education and Experience:

Any combination equivalent to: two years of college-level course and two years of increasingly responsible experience in a related student services program.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

Functions, operations and activities of an assigned area of student services.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.

Applicable sections of State Education Code and other applicable laws.

Principles and practices of training and providing work direction.

Technical aspects of field of specialty.

Abilities/Skills:

Perform specialized paraprofessional duties in an assigned area of student services.

Read, interpret, apply and explain rules, regulations, policies and procedures related to a specialized area of student services.

Train and provide work direction to others.

Communicate effectively both orally and in writing.

Type at an acceptable rate of speed.

Work independently with little direction.

Maintain records and prepare reports.

Work confidentially with discretion.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

WORKING CONDITIONS:

Office setting

Some travel may be required.

Hand and finger dexterity to operate various office equipment.

Days and hours may vary.

Additional hours may be required.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.