STUDENT SERVICES SPECIALIST
STUDENT SUCCESS AND SUPPORT PROGRAMS
JOB #FCC637
$3,352 - $4,063 per Month
(Two Positions)
The District pays employee’s portion of PERS retirement contribution.
This is a classified position subject to a one-year probationary period.

DATE POSTED: January 13, 2014
CLOSING DATE: January 30, 2014
POSITION LOCATION Fullerton College – Counseling Department
SCHEDULED SHIFT: 8:00 a.m. to 5:00 p.m. – Monday – Friday
(Schedule and shift are subject to change in accordance with department needs.)
STARTING DATE: As soon as possible

TYPICAL DUTIES
This position is responsible for performing a variety of complex technical duties in a specialized area of Student Services such as registration, record maintenance, EOPS, adult education, disabled student services, student placement, and counseling services. Plan and coordinate program activities; participate as directed in the formulation, development and implementation of appropriate policies and procedures for the assigned specialized student service; communicate with instructors, administrators, other District staff and outside agencies to coordinate and implement programs, resolve conflicts and exchange information. Conduct informational workshops regarding programs and services; participate in outreach activities to promote educational opportunities and services available; work with social services agencies to promote awareness of assigned student service. Oversee and coordinate the processing of a variety of documents related to the assigned specialized student service; assist students with application process for programs, services, and university transfers; assure the availability of specialized equipment or services for special needs students. Provide technical information and expertise to students, instructors and others in an assigned area of Student Services; serve as peer counsel to students; work with students, instructors, administrators and staff to understand students' academic needs and progress. Maintain various records and files related to assigned area; input and download data from computer database; gather, compile and analyze pertinent data and statistics; prepare and maintain a variety of narrative and statistical records and reports related to program activities and effectiveness. Prepare and maintain program ledgers and reconcile budgets; monitor and record program administration, personnel, supply and equipment expenditures; prepare deposits and arrange for transport to bank. Train and provide work direction and guidance to others as directed. Maintain current knowledge of legal requirements, procedures and policies used in providing student services. Learn and apply emerging technologies as necessary to perform duties in an efficient, organized, and timely manner. Perform related duties as assigned.

QUALIFICATIONS
Education and Experience: Two (2) years of related college-level coursework AND minimum two (2) years increasing responsible training or experience in student services.

Knowledge of: District organization, operations, policies and objectives; applicable sections of State Education Code and other applicable laws; organization, policies, and rules of assigned department or program; modern office practices, procedures and equipment; local, State and Federal laws applicable to assigned programs; specialized equipment used to communicate with blind and hearing-impaired individuals; District rules and regulations governing participation in financial aid and other government sponsored programs as assigned; basic principles of bookkeeping and record keeping techniques.

Ability to: Operate a variety of office equipment such as calculator, computer, copier, typewriter, etc., prepare budgets and
financial reports; compile, organize, and analyze statistical data; work confidentially with discretion; plan, organize and prioritize work; meet schedules and time lines; work independently with little direction; understand and follow oral and written directions; communicate effectively, both orally and in writing; understand scope of authority in making independent decisions; review situations accurately and determine appropriate action according to established guidelines; establish and maintain effective working relationships with others.

**WORKING RELATIONSHIPS**
The Student Services Specialist maintains frequent contact with co-workers, counselors, faculty, students, various departments and outside agencies.

**WORKING CONDITIONS**
College or District office environment; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.

**APPLICATION PROCEDURE**

**Applicants MUST submit the following items:**

**DISTRICT CLASSIFIED APPLICATION REQUIRED**
Applicants must answer all questions in the “General Information” section of the application on page 3 and must sign the application on page 4. Failure to complete these sections will result in exclusion from the applicant pool. All mandatory supplemental forms must be completed and returned with the application. Failure to complete these forms will result in exclusion from the applicant pool.

- **List of completed college course work or official/unofficial transcripts.**
  May be a list compiled by applicant or unofficial transcripts; must be submitted with application. Applications submitted without a list of college course work or official/unofficial transcripts attached will be deemed incomplete and will not be considered.

- **Copy of valid California Driver’s License:**
  Must be submitted with application. Applications submitted without a copy of California Driver’s License will be deemed incomplete and will not be considered.

Note: The incumbent will be required to submit official college transcripts at the time of hire.

Applications may be downloaded at www.nocccd.edu, or requested from the Human Resources office by e-mailing hr@nocccd.edu or calling (714) 808-4810. Reference Job #FCC637, Student Services Specialist in all correspondence. You may include cover letters, resumes, and letters of reference, etc., as attachments to your completed application. The District will not return or make photocopies of application materials. It is the applicant's responsibility to make photocopies for personal records and ensure that the application packet is complete when submitted. Applicants must submit a new application packet for each position. Application packets previously submitted will not be pulled for resubmission.

**THE DISTRICT DOES NOT ACCEPT APPLICATIONS OR ATTACHMENTS BY E-MAIL OR FAX.**

Mail or deliver your application packet in person to:

North Orange County Community College District  
Human Resources, 9th Floor  
1830 West Romneya Drive  
Anaheim, CA 92801-1819

**APPLICATION DEADLINE**
Completed applications must be received in the Human Resources office on or before **January 30, 2014, 5:00 p.m.** (Postmarks will not be honored.) Application materials received after the deadline date will not be considered.

The Hiring Committee will review the applications and select a limited number of candidates for an interview. This process may take several weeks after the closing date. At the time of the interview, a written exercise related to the position may be required. Subsequent to the interviews, the Hiring Committee will determine those candidates for final consideration. A second interview may be required of candidates selected as finalists. Possession of the minimum qualifications does not ensure an interview. Reasonable accommodations for applicants with disabilities may be requested by calling (714) 808-4821 at least three (3) business days in advance of the scheduled examination/interview date. **Initial salary placement will be determined by the Office of Human Resources in accordance with Board Policy and is not negotiable.**

All employees driving personal, leased, or district-owned vehicles for District related activities must certify possession of a valid California Driver’s License. Employees must certify that personal vehicles are covered by automobile insurance as required by California law. (Board Policy 6010, Section 4.0) In some locations, may require special licenses or certifications. The applicant selected for the position will be required to provide identification and employment eligibility as outlined in the Immigration Reform and Control Act. NOCCCD will not sponsor any visa applications.

**THE NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER.**

The North Orange County Community College District, in compliance with all applicable Federal and State laws, does not discriminate on the basis of race, color, national origin, ancestry, marital status, age, religion, disability, sex, or sexual orientation in any of its policies, procedures, or practices. The District is also committed to maintaining campuses that are free of harassment, drugs, and alcohol. A copy of the District's full policy on non-discrimination, sexual harassment, sexual assault, treatment and counseling, and maintenance of a drug-free environment is available online at www.nocccd.edu