

Position: Career/Transfer-Student Success Specialist	Salary Grade: 16
Department: Student Services	FLSA: Non-exempt

Summary

Provides reception, customer service, and otherwise serves as the initial contact person with students in the Transfer and Career Center, providing information and assistance based on students’ needs. Assists and advises students on matters related to course selection, scheduling options, college programs, and enrollment which align with student success and equity initiatives.

Essential Duties and Responsibilities

- Serves as a resource to students who are preparing to transfer to other colleges. Assists with applications for admission, scholarships, and financial aid. May serve as liaison between the student and prospective college. Provides information and interpretation of academic and transfer matters.
- Assists with the implementation of Student Success and Equity plans and programs by providing a variety of paraprofessional career and academic advising and placement services to new and continuing students including the development of educational plans such as general education requirements, major, transfer and college requirements.
- Operates a network of personal computers in the Transfer Center that are designated for use by students in college course research, evaluation of transfer requirements, and placement. Assists students by orienting them to transfer, career, and assessment software and research techniques.
- Schedules students for appointments with counselors, assessment and orientation sessions, and other support services.
- Works with Admissions, Counselors, and Financial Aid staff to provide students with the resources and knowledge needed to make matriculation decisions.
- Updates computerized databases with course lists and descriptions, student and other information.
- Assists students in the four-year college enrollment process, and assists students in communications with four-year institutions.
- Plans, develops, and presents activities for students such as, but not limited to outreach, transfer activities, career fairs, and college visitations. Coordinates and supports the annual College Day, serving as liaison to representatives of four-year colleges, requesting counseling staff participation, communicating with students and student government, communicating with high schools, and arranging for facilities and other support.

- Maintains adequate inventory and updates flyers, pamphlets, and worksheets that are designed to inform students of prospective schools, financial aid, student activities, community resources, and employment.
- Performs a variety of secretarial duties for the counseling staff, Transfer Center and Student Success and equity programs.
- Performs other duties as assigned that support the overall objective of the position.
- Selects, schedules, trains, and reviews the work of assigned student workers.

Qualifications

- **Knowledge and Skills**

The position requires an in-depth working knowledge of the activities associated with providing customer service, clerical support, and special needs students in an academic counseling and advising office. Requires a working knowledge of the college transfer process. Requires a working knowledge of the processes used for general academic advising. Requires a working knowledge of student support services such as financial aid and employment. Requires an in-depth working knowledge of community college, high school equivalency, and transfer program requirements. Requires a working knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases. Requires sufficient human relations skills to convey policies, procedures, and instructions to others. Requires sufficient language and writing skills to prepare reports and correspondence.

- **Abilities**

Requires the ability to carry out the essential responsibilities of the position. Requires the ability to complete customer transactions demonstrating sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those whom the college serves. Requires the ability to apply sound judgment, to establish and maintain cooperative, effective working relationships with others, and to assist students in solving academic transfer issues. Requires the ability to perform routine data entry onto academic databases. Requires the ability to analyze student needs and provide appropriate referrals. Requires the ability to convey a positive image of the College and describe or refer students to other services. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

- **Education and Experience**

The position requires the equivalent of an Associate's Degree and 2 years of clerical experience in a college environment. Additional experience may substitute for formal education. Experience in counseling, financial aid, or admissions, is preferred.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 10/15/14