

Position: Student Services Specialist	Salary Grade: 17
Department: Off Campus	FLSA: Non-exempt

Summary

Under the direction of an administrator, performs specialized clerical duties for admission and registration of students for courses. Provides technical assistance and information to students, staff and the public regarding College services, on-site and online programs, policies, and procedures. Provides student and business services such as, but not limited to, the daily operations of the open access computer lab; provides testing and exam proctoring services; and other related student support services as assigned.

Essential Duties and Responsibilities

- Provide student success support services to students and potential students of the college including, but not limited to, assistance with; orientation, assessment, registration, academic advising, catalog, schedule, website interpretation, transfer information, financial aid application, and connections to student activities and outreach services.
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- Works with admissions, counselors, and financial aid staff to provide students with the resources and knowledge needed to make matriculation decisions.
- Answers inquiries, makes appointments and provides information to students, faculty, staff and administration. Takes messages and refers calls as appropriate.
- Maintain a positive image of the department to staff, students and the public, which includes planning, developing and conducting related outreach.
- Performs clerical and administrative duties including technical formatting, building and submitting reports. Provide clerical support for meetings as assigned.
- Coordinate with administration, faculty, and staff to exchange information and coordinate services and activities.
- Assists student tutors and student workers with employment onboarding and orientation. Provides student worker supervision and tasking as directed by the supervisor. Trains and assists student workers with filling out and submission of time cards.

- Assists with the staffing and scheduling of the computer and tutorial labs. Implements and posts the master schedule and set up lab or classroom as assigned.
- Proctors class exams and assessment testing, including those for online and distance learning.
- Distributes and collects testing materials; provide instructions and proctor tests; assure compliance with established testing requirements, regulations and procedures; exclude or invalidate tests as appropriate.
- Assists in developing and enforcing student computer lab usage policies and guidelines.
- Maintains computer lab equipment and manages computer lab software as an end user. Monitors equipment and software for the assigned lab(s). Maintains a variety of hardware and software applications required for learning support services.
- Posts onto student records a variety of information such as but not limited to, credit and non-credit classes, grades and grade changes, equivalency credits, assessment and proficiency scores, credit by exam, CLEP information, credit for approved military service, drops and adds, degrees, certificates, and honors. Corrects discrepancies in grades and grade point averages.
- Proctors exams, to include CLEP, Pearson Vue and other institutions, following rules, procedures, and instructions set forth by testing agency and/or faculty member. Reserves testing facilities, makes sure that testing areas are conducive to the purpose, receives and processes payments for tests when required for the exam, orients students on testing policies and procedures, and answers student questions.
- Troubleshoots minor software problems as related to lab and classroom stations. Working with IT staff, installs and updates program software. Transfers files from server to individual computers.
- Assists students and faculty with basic computer and software usage, including learning the management system (LMS) and other student account login and navigation. Assists students with issues related to College-provided student account and software access.
- Perform general clerical duties as needed; compose, type and proofread various types of correspondence; organize and maintain a variety of files and records related to assigned activities.
- Participates in community activities that enhance the College's presence in the community or locale.

- Performs a variety of duties relative to the current classification.

Qualifications

▪ Knowledge and Skills

- Working knowledge of higher education certificate and degree requirements that accommodate disadvantaged students.
- Requires knowledge of test proctoring rules, policies, and procedures.
- Social and cultural programs that can enhance student retention and success.
- Funding sources, requirements and services available to students from other agencies.
- Student support services.
- Community College and Transfer program requirements.
- Sufficient language and writing skills to prepare reports and correspondence.
- Working knowledge of common office productivity software such as student databases, word processing, spreadsheets, and presentation graphics.
- Math skills sufficient to maintain financial and statistical records.
- Computer software applications including Microsoft Office.
- Laws, regulations, policies and procedures required to perform the duties of this position.

▪ Abilities

- Plan, organize and coordinate student assessment programs and activities. Administer, score and record testing information.
- Interpret, apply and explain assessment policies and procedures.
- Interpret, apply and explain laws, rules and regulations related to assigned activities. Maintain current knowledge of program rules, regulations, requirements and restrictions. Maintain records and files.
- Work confidentially with discretion. Meet schedules and time lines.
- Work independently with little direction. Understand and follow oral and written instructions. Operate a variety of office equipment.
- Operate a computer to enter data and generate reports. Communicate effectively both orally and in writing.
- Requires sufficient human relations skills to convey College information to new students and help resolve problems.

- **Physical Abilities**

Requires ambulatory ability to sit in front of a computer screen for extended periods of time. Requires sufficient hand, arm, finger dexterity to operate computer keyboard, typewriter or other office equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations. Requires sufficient ambulatory ability to move to various work locations. Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type training and presentations.

- **Education and Experience**

- Associate degree and three years of related experience OR any equivalent combination of education and experience.

- Preferred Experience: Bachelor's degree and experience with administering standardized tests.

- **Licenses and Certificates**

Possession of, or ability to obtain base access to a Military Installation

- Requires certificate denoting completion of CLEP test proctor training with 30 days of employment.

- **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.