



TITLE	CLASSIFICATION	SALARY GRADE
STUDENT SUCCESS SPECIALIST I	CLASSIFIED	GRADE: K
BOARD POLICY REFERENCE:		2015/16 Classification Review

JOB DESCRIPTION:

Under general supervision, provide assistance in the implementation of student success and retention and student equity programs in the assigned area/program, including the delivery of core student success and support services and student follow-up services; perform support duties requiring expertise in data gathering and reporting, office management, fiscal management, customer relations, or other specialized services; coordinate with faculty, staff, and administrators in programs related to student success and support.

SCOPE:

The Student Success Specialist I, coordinates the daily support activities and operations in a student services area in order to support student success; provides student follow-up services; organizes and compiles reports related to student success.

DISTINGUISHING CHARACTERISTICS:

The Student Success Specialist I is distinguished from the Student Success Technician by having a broader scope in student services functions performed, including purchasing duties, web page maintenance and monitoring of retention programs.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Performs support services for student success and support programs; may support multiple areas/departments; prepares reports and other documents.
2. Interprets and implements District policies and procedures related to student success and equity and student services programs, including Family Educational Rights and Privacy Act of 1974 (FERPA).
3. Monitors retention programs and referral services and coordinates follow up services for students.
4. May monitor budgets and perform purchasing functions
5. Maintains statistical records and confidential files for department(s) or area(s).
6. Works with students, staff, faculty, and the public to implement goals and objectives of assigned areas/programs; resolves issues and recommends solutions related to student success.
7. May present information and participate in community outreach activities.
8. May maintain area webpages.
9. May serve as a lead worker to other classified staff in the area.
10. May supervise and organize the work of student and short-term, non-continuing (STNC) employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform detailed support functions; prepare comprehensive reports and correspondence; analyze situations and take appropriate action; communicate effectively in English (Bilingual English/Spanish preferred); follow and give oral and written directions; develop and maintain statistical records; work independently with a minimum of supervision; interpret and apply District policies and procedures; maintain cooperative and effective working relationships; maintain confidential or sensitive information;; provide effective customer service; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Standard office practices including proper English usage; current office equipment, technology and standard office productivity software; fiscal management; Family Educational Rights and Privacy Act of 1974 (FERPA); planning of events and projects.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Associate's degree. Bachelor's degree preferred.

Experience:

Some (approximately 1-2 years of full-time equivalent experience) experience in providing services and maintaining collaborative working relationships. Experience in an educational setting preferred.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

SPECIAL REQUIREMENTS:

Ability to lift up to 50 lbs. unassisted.