



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

JOB DESCRIPTION:

Under general direction, provide assistance in the implementation of student success and retention and student equity programs at the District level, including programs funded by student success and/or equity funds for the delivery of core student success and support services and student follow-up services; perform support functions requiring a high degree of expertise in data gathering, analysis and reporting, office management, fiscal management, customer relations, or other specialized services; coordinate with faculty, staff, and administrators to design and implement programs related to student success and support; may serve as the lead worker for other classified staff.

SCOPE:

The Student Success Specialist II coordinates the daily support activities and operations of the Student Success mandates; provides student follow-up services; compiles reports and provides analysis and recommendations regarding Student Success and Support Program (SSSP) data; coordinates and provides training related to SSSP; provides assistance to student success programs and services.

DISTINGUISHING CHARACTERISTICS:

The Student Success Specialist II is distinguished from the Student Success Specialist I by the required technical knowledge of the Student Success Act and District initiatives in implementation of core student support services; report analysis; assist in the development of training programs and communication materials; coordinate projects with departments across the District. This classification may serve as a lead worker, has a District-wide perspective and requires an increased level of independence, initiative, and problem solving skills.

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 functions for student success and support programs; 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. Works with Professional Development to coordinate and provide student success trainings; may organize and participate in outreach efforts.
5. Maintains District student success and equity databases; analyzes and produces detailed reports; assists in MIS data reporting.
6. May monitor budgets and perform purchasing functions.
7. Assists in the development of web pages and online programs.
8. Works closely 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.
9. May assist with program planning, including serving as a liaison to advisory committees or other outside agencies.

KEY DUTIES AND RESPONSIBILITIES – Continued

- 10. Serves as a lead worker to other classified staff in the area.
- 11. 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 databases and 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:

Student Success Act and initiatives at State and District level; MIS reporting; Standard office practices including fiscal management; Family Educational Rights and Privacy Act of 1974 (FERPA); proper English usage; current office equipment, technology and standard office productivity software; 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:

Bachelor's degree with course work in statistics.

Experience:

Increasingly responsible (approximately 2-4 years of full-time equivalent experience) experience in providing programs and services to students. Previous experience in an institution of higher education 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.