

**TITLE: Student Success Specialist I**

**CLASSIFICATION: Classified**

**SALARY GRADE: C08**

**SCOPE OF POSITION:**

Under general supervision, assists in the implementation of student success initiatives primarily within an assigned program area. Assists with delivery of core student success and support services, provides data for analysis and reporting, supports office operations functions, and collaborates with stakeholders across the District and community.

**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. Provides day-to-day programmatic support for student success and support initiatives, including providing resources for referrals and follow-up services; advises students, faculty, staff and high school counselors on program information; assists with implementation of goals and objectives of assigned areas/programs.
2. Maintains statistical records; assists in preparing reports and information.
3. Applies local, state and federal policies and procedures related to student success and student services programs.
4. Assists with creating marketing or informational materials; supports events, workshops, and presentations and participates in community outreach activities targeting student populations.
5. Maintains digital content for program area websites; assists in the development of communications tools utilizing various digital platforms.
6. May assist with processing admissions, enrollment and registration forms; may verify student information.
7. May assist with administering assessments, placement and diagnostic testing and maintaining integrity of testing environment and materials. May communicate placement and assessment options and processes assessment results.
8. May assist in monitoring program area budgets, including performing accounting, bookkeeping and purchasing activities.
9. May supervise and direct the work of student employees.
10. May serve as lead worker to short-term, non-continuing (STNC) employees in the area.

**KNOWLEDGE OF:**

1. Business processes involved in office operations, finance and accounting, and marketing.
2. Basic research methods, including data collection.
3. Relevant local, state, and federal rules, regulations, policies and procedures, including the Family Educational Rights and Privacy Act of 1974 (FERPA).

## **TITLE: Student Success Specialist I**

### **KNOWLEDGE OF – Continued**

4. Basic web accessibility tools and document remediation.
5. Applicable technology usage, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Explain and apply District regulations and policies.
2. Communicate effectively, both orally and in writing.
3. Exercise appropriate judgement in interactions with others and with work processes.
4. Interact with the public in a helpful, courteous, and professional manner.
5. Demonstrate sensitivity to, and respect for, a diverse population.

### **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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Associate degree required.

### **EXPERIENCE:**

1+ year of experience in an office environment and/or in an educational setting required.

### **OTHER REQUIREMENTS:**

- Must be able to perform physical activities, such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.
- 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.
- Position requires frequent travel to schools, organizations, and community agencies.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*