

TITLE: Student Success Specialist II

CLASSIFICATION: Classified

SALARY GRADE: C10

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, performs data analysis and reporting, supports office operations functions, participates in the development of training programs and communication materials and collaborates with stakeholders across the District and community.

DISTINGUISHING CHARACTERISTICS:

The Student Success Specialist II is distinguished from the Student Success Specialist I by the increased level of technical knowledge of the Student Success Act and District initiatives in implementation of core student support services. This classification has a District-wide perspective and requires an increased level of independence, initiative, and problem-solving skills. May serve as a lead worker to other classified professionals in the area.

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 to student success and support initiatives; coordinates referrals and follow-up services; collaborates with students, staff, faculty, and the public to implement goals and objectives of assigned areas/programs and advises on program information.
2. Analyzes and prepares reports and documents for specific program areas; performs data entry for statistical records.
3. Interprets and applies District policies and procedures related to student success and student services programs.
4. Creates training, marketing or informational materials; organizes events, workshops, trainings and presentations and participates in community outreach activities targeting student populations.
5. Assists in digital content development for program area websites; assists in the development of communications tools utilizing various digital platforms.
6. Assists in monitoring program area budgets including performing accounting, bookkeeping and purchasing activities; provides support for grant proposals and awards.
7. May process admissions, enrollment and registration forms; may verify student information.
8. May administer assessments, placement and diagnostic testing and maintain integrity of testing environment and materials. May communicate placement and assessment options and processes assessment results.
9. May supervise and organize the work of student employees.
10. May serve as a lead worker to other classified and short-term, non-continuing (STNC) employees in the area.

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KNOWLEDGE OF:

1. Business processes involved in office operations, finance and accounting, and marketing.
2. Basic research methods, data collection, analysis, and reporting.
3. Relevant local, state, and federal rules, regulations, policies and procedures, including the Family Educational Rights and Privacy Act of 1974 (FERPA).
4. Basic web accessibility tools and document remediation.
5. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Interpret, apply and explain legal mandates, policies, regulations and guidelines.
2. Collaborate productively and cooperatively with individuals and groups, both internally and/or externally.
3. Communicate effectively, both orally and in writing.
4. Exercise appropriate judgement in interactions with others and with work processes.
5. Interact with the public in a helpful, courteous, and professional manner.
6. 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:

2+ years of experience in providing programs and services to students 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](#).