

STUDENT SERVICES SPECIALIST

CLASS SUMMARY

Under direction gives oral presentations to the community and high schools for recruitment purposes; assists students in academic advisement, career planning, and transitioning from high school, continuing education and other types of institutions to the college; may supervise student workers; and performs related duties as assigned.

REPRESENTATIVE DUTIES

Responsible for recruitment of high school and non traditional students; conduct outreach presentations to high schools and community agencies on subjects such as: admissions, financial aid, residency issues, and program information; collect student information and maintain database for tracking students through the applications, testing and registration process; assists students in obtaining counseling, admission, registration and other campus services; organize and provide support for on campus events; assists in the performance of retention services; conducts tours of campuses; perform other related duties as assigned.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated manager/administrator. This class works closely with students and gives outreach presentations to the public and community services.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

Any combination of training and/or education equivalent to one year of related experience working with students which could include students with special needs.

Knowledge and Abilities

Good Knowledge of: methods and procedures of academic and/or career advisement; college programs, policies, and procedures; written and spoken English.

Knowledge of: principles of training; the special needs of diverse student populations; record keeping; principles of public contact and public relations.

Ability to: establish and maintain effective relationships with students, community agencies and the public; communicate effectively; be sensitive to students with special needs; train and supervise personnel; learn, understand and explain college procedures and regulations; advise students on relevant content area.

Skills: May require oral and written proficiency in a language of student population targeted for recruitment, as measure by bi-literacy tests.