VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST - STUDENT INFORMATION CENTER

BASIC FUNCTION:

Under the direction of an assigned supervisor, supervise the day-to-day operations of the Student Information Center, a one-stop student center, providing information and services to transition students into and through the college community; work to support the college outreach and recruitment activities and programs.

REPRESENTATIVE DUTIES:

Plan and monitor the day-to-day operations of the college Student Information Center; serve as a resource to students, providing guidance on college programs and processes; assist the transitioning of students into and through the community college environment; assist with data collection and dissemination of transfer information.

Provide support to potential students, including the limited English speaking community, through assisting in the matriculation process, including recruitment, assessment, college orientation, college registration, financial aid fee waivers, program requirements, and student responsibilities.

In collaboration with the Outreach & Recruitment Specialist, plan, organize and implement the Pre-Assessment Student Services (PASS) student peer advisor program and activities to enhance the recruitment process involving outreach of high school students.

Create and maintain a database for research and college reports to document the number of students and potential students served.

Recruit, train, and supervise student peer advisors regarding the facilitation of college student services, which includes providing support to various workshops and programs.

Collaborate with program faculty, counselors, coordinators, and administrators on the development and implementation of special projects, such as college community events and college-wide programs and services.

Develop and maintain special programs as assigned.

Serve on a variety of campus committees; attend and participate in meetings, conferences, seminars and in-service training workshops as assigned.

Perform related duties as assigned.

Established May 2006
KNOWLEDGE AND ABILITIES:

**KNOWLEDGE OF:**

- College student services and instructional support services
- Basic college policies and procedures
- Program management
- Recruitment and outreach strategies
- Data collection and record-keeping systems
- Marketing and promotional skills
- Interpersonal communication skills
- Organization and planning skills
- Culturally diverse and under-represented students
- Knowledge of office equipment, computers, and software

**ABILITY TO:**

- Organize, plan, and implement comprehensive programs and services related to the transitioning of students into the community college environment
- Effectively communicate student services information on an individual basis and in groups to students, classified staff, faculty, and administrators
- Communicate effectively, both orally and in writing
- Work with a diverse student population
- Work effectively and cooperatively with college units, community agencies, and institutional organizations

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in psychology, education, liberal arts, or other related field and two years of full-time student services experience.

WORKING CONDITIONS:

**ENVIRONMENT:**

- Student Services office environment
- Constant interruptions and frequent interaction with students, staff and the public
- Non-traditional work schedule

**PHYSICAL ABILITIES:**

- Sitting for extended periods of time
- Walking for extended periods of time
- Hearing and speaking to exchange information
- Seeing to read and review documents
- Reaching to file and retrieve records