



# VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

## PERSONNEL COMMISSION

---

### MEETING AGENDA FOR JUNE 15, 2017

5:30 p.m.

Thomas G. Lakin Board Room  
District Administrative Center  
761 E. Daily Drive, Suite 200  
Camarillo, CA 93010

#### ALL ITEMS ARE SUBJECT TO DISCUSSION/ACTION

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **PUBLIC COMMENTS REGARDING AGENDA ITEMS**
4. **MINUTES**  
Personnel Commission Meeting – May 18, 2017
5. **CORRESPONDENCE**
6. **OLD BUSINESS**  
None
7. **REPORTS**
  - A. Classified Employees Representative's Report
  - B. Board of Trustees Meeting Report
  - C. Director's Report
    - Current Recruitments Report
    - Positions Filled & Pending Report
    - Upcoming Recruitments Report
    - Classification Studies Report
  - D. Commissioners' Reports
8. **ESTABLISHMENT OF A CLASSIFICATION**  
Director of Institutional Advancement, Community Relations, and Marketing
9. **TITLE CHANGE AND REVISION OF CLASSIFICATION SPECIFICATIONS**
  - A. Job Placement Specialist
  - B. Performing Arts Center (PAC) Assistant

**10. RECLASSIFICATION OF POSITIONS, TITLE CHANGE, AND ABOLISHMENT OF CLASSIFICATIONS**

- A. Student Services Assistant I
- B. Student Services Assistant II

**11. RECLASSIFICATION OF A POSITION AND ABOLISHMENT OF CLASSIFICATION**  
Support Services Assistant - Disabled Students

**12. RECESS TO CLOSED SESSION**  
None

**13. RECONVENE IN OPEN SESSION**  
N/A

**14. PUBLIC COMMENTS REGARDING NON-AGENDA ITEMS**

**15. DATE AND TIME OF NEXT PERSONNEL COMMISSION MEETING**

The date and time of the next scheduled meeting of the Personnel Commission is July 20, 2017 at 5:30 p.m. The meeting will take place in the Thomas G. Lakin Boardroom at the District Administrative Center at 761 E. Daily Drive, Suite 200, Camarillo, California.

**16. ADJOURNMENT**

Written materials relating to a Commission meeting item that are distributed to at least a majority of the Commission members less than 72 hours before a noticed meeting and that are public record not otherwise exempt from disclosure will be available for inspection at the District Administrative Center located at 761 E. Daily Drive, Camarillo, CA 93010 or at the Personnel Commission meeting.

Pursuant to the Federal Americans with Disabilities Act, if you require any special accommodation or assistance to attend or participate in the meeting, please direct your written request, as far in advance of the meeting as possible, to the office of Michael Arnoldus, Director of Employment Services/Personnel Commission  
Ventura County Community College District  
761 E. Daily Drive, Suite 200  
Camarillo, CA 93010  
(805) 652-5521



# VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

## Personnel Commission

### Director's Report

May 13, 2017 – June 9, 2017

Current Classified Selection Processes (Between 05/13/17 to 06/09/17)									
Job Title	Number of Applications	Location	Open Date	Closing Date	Type of Exam	T&E Completed By	Written / Performance Exam Date	Oral Exam Date	Anticipated Certification Date
Administrative Officer to the Chancellor and Board of Trustees	34	DAC	05/19/17	06/04/17	Training & Experience Evaluation/Technical Interview	06/06/17	N/A	06/16/17	06/20/17
Community College Police Officer I	13	DAC	05/24/17	06/11/17	Written Test/Technical Interview	N/A	06/28/17	07/10/17-07/14/17	TBD
Database Administrator	20	DAC	05/18/17	06/04/17	Training & Experience Evaluation/Technical Interview	06/12/17	N/A	06/21/17	06/23/17
Grant Director - Career and Technical Education	38	VC	05/17/17	06/04/17	Training & Experience Evaluation/Technical Interview	06/12/17	N/A	06/19/17	06/21/17
Information Technology Support Specialist II	41	MC	04/12/17	04/27/17	Training & Experience Evaluation/Technical Interview	05/04/17	N/A	05/18/17	06/13/17
Information Technology Support Specialist III	19	OC	04/12/17	04/27/17	Training & Experience Evaluation/Technical Interview	05/04/17	N/A	05/25/17	05/30/17
Locksmith	11	MC	05/17/17	06/04/17	Training & Experience Evaluation/Technical Interview	06/12/17	N/A	06/20/17	06/22/17
Network Administrator II	13	DAC	05/24/17	06/07/17	Training & Experience Evaluation/Technical Interview	06/19/17	N/A	06/30/17	07/05/17
Research Analyst	51	MC	05/17/17	06/07/17	Training & Experience Evaluation/Technical Interview	06/19/17	N/A	06/27/17	06/29/17
Senior Administrative Assistant	82	MC	05/01/17	05/16/17	Written Test/Technical Interview	N/A	05/31/17 & 06/01/17	06/29/17	07/05/17
Technical Data Specialist	18	DAC	05/09/17	06/04/17	Training & Experience Evaluation/Technical Interview	06/05/17	N/A	06/13/17	06/20/17

Current Classified Positions Filled (As of 06/09/17)					
Employees Hired	Classification	Position Number	Location	Status	Effective Date
Ruby Amaro	Accounts Payable Technician	DCU002	DAC	Probationary (promotion)	05/15/17
Markell Garner	Custodian	VCU399	VC	Probationary (new)	05/15/17
Terri Evans-Ortiz	Accounting Technician	XCU347	OC	Lateral Reassignment	06/05/17
Christina Quigley	Accounts Payable Technician	DCU145	DAC	Voluntary Demotion	06/09/17
Brian Ruiz	Information Technology Support Specialist III	VCU152	VC	Transfer	06/05/17
Kim Watters	Technical Data Specialist	MCU100	MC	Probationary (promotion)	06/05/17

Current Classified Positions Pending (As of 06/09/17)			
Classification	Position Number	Location	Date List Certified
EOPS/Care Technician	VCU127	VC	04/03/17
Information Technology Support Specialist III	XCU417	OC	05/26/17
Instructional Technologist/Designer	VCU578	VC	02/07/17
Office Assistant	XCU381	OC	04/28/17
	VCU385	VC	05/25/17
	VCU584	VC	05/08/17
Senior Accounting Technician	WCU062	DAC	03/21/17
Student Success and Support Specialist II	MCU505	MC	06/07/17
	MCU510		06/07/17
	MCU511		06/07/17
	MCU512		06/07/17
	MCU513		06/07/17
	MCU514		06/07/17

Upcoming Recruitments		
Classification	Position Number	Location
Information Security Analyst	WCU067	DAC
Placement Project Specialist	MCU516,VCU585, XCU418	MC, OC, VC
Payroll Technician	DCU126	DAC
Senior Research Analyst	MCU515	MC

Requested Position Classification Studies			
Classification	Location	Request Date	Status
Counselor Assistant	VC (3 Positions)	03/14/17	In progress
Data Analyst	DAC	05/24/17	In progress
Marketing Specialist	DAC	05/08/17	In progress
Support Services Assistant-Disabled Students	MC	02/23/17	In progress
Student Services Assistant I	Districtwide	02/01/17	In progress
Student Success and Support Specialist II	Districtwide	03/09/17	In progress

**PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT  
ESTABLISHMENT OF CLASS**

**RECOMMENDATION:**  
ESTABLISHMENT OF A NEW CLASSIFICATION

CLASSIFICATION TITLE:  
Director of Institutional Advancement, Community Relations, and Marketing

**ANNUAL SALARY RANGE:**  
\$97,667.04- \$130,878.96 (Management Salary Schedule #140)

**BACKGROUND:**  
The President of Moorpark College requested the establishment of the proposed classification to develop and direct a resource development program for the college, including management and oversight of the Foundation and the procurement and administration of grants. Further, the President requested that the subject position manage public relations and marketing efforts for the college. A classification detailing the proposed duties and responsibilities does not currently exist. Therefore, Personnel Commission staff recommends the establishment of the proposed classification to meet the needs of the college.

**BASES OF RECOMMENDATION:** An incumbent in the proposed classification will serve as the lead resource development officer for a college and will provide strategic direction and entrepreneurial leadership for the design and execution of a comprehensive resource development program. The position will also be responsible for the administration of the Foundation which includes but is not limited to the overall development, planning, and execution of the Foundation's policies, procedures, and activities as set by the Foundation Board of Directors. Additionally, the position will serve as the administrator in charge of all grants, including grant procurement. The position will also manage all public relations and marketing activities in support of the college and serve as the primary media spokesperson for the college.

A classification description detailing the approved duties and responsibilities of the proposed classification is presented for approval in conjunction with this report.

The recommended salary for the proposed classification is based on consideration of internal equity and external market data. With regard to internal equity, Commission staff considered the Administrative Officer to the Chancellor and Board of Trustees (Management Salary Schedule #125, \$90,800.04-\$121,677.96) classification because both classifications perform responsibilities in the areas of marketing and public relations. Specifically, the Administrative Officer to the Chancellor and Board of Trustees is responsible for the oversight of marketing and public relations activities for the Office of the Chancellor and Board of Trustees while the proposed classification is responsible for the oversight of marketing and public relations activities for a college. However, the proposed classification is assigned additional responsibility for resource development for a college which warrants higher salary placement in consideration of the external market data.

With regard to external market data, Commission staff was unable to find external comparable positions that performed all or most of the essential functions of the job. Consequently, staff proposes aligning the classification in the market based on the responsibility that is compensated highest. This responsibility is development and management of a resource development program, including managing the Foundation. Classifications with similar duties and level of responsibility pertaining to the Foundation were found at the following organizations.

Organization	Title	Salary
Santa Monica College	Associate Director of the SMC Foundation	\$97,488 - \$118,488
Contra Costa Community College District	Foundation Director	\$99,084 - \$120,720
San Bernardino Community College District	Director, Development and Community Relations	\$104,918 - \$127,523
Kern Community College District	Director, Foundation and Institutional Advancement	\$102,704 - \$134,757
Los Angeles Community College District	Director of Foundation	\$113,876 - \$141,073
San Diego Community College District	Director of Resource Development	\$89,981 - \$143,922

Therefore, it is appropriate to allocate the new classification to Management Salary Schedule #140 (\$97,667.04- \$130,878.96/annual).

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE:       DIRECTOR OF INSTITUTIONAL ADVANCEMENT, COMMUNITY RELATIONS, AND MARKETING**

**BASIC FUNCTION:**

Under the direction of a college president, a Director of Institutional Advancement, Community Relations, and Marketing is the lead resource development officer for a college and provides strategic direction and entrepreneurial leadership for the design and execution of a comprehensive resource development program. The position is responsible for the administration of the Foundation which includes but is not limited to the overall development, planning, and execution of the Foundation's policies, procedures, and activities as set by the Foundation Board of Directors. Additionally, the position serves as the administrator in charge of all grants, including grant procurement. The position also manages all public relations and marketing activities in support of the college and serves as the primary media spokesperson for the college.

**REPRESENTATIVE DUTIES:**

Develop and implement a comprehensive strategic resource development program, including the cultivation of external resources and grant development, with specific long-term and short-term goals and objectives that reflect the college's priorities; work with staff to identify and procure grant sources from both governmental agencies and private foundations. *E*

Research and identify available federal, state, local, and private grant funding sources and disseminate information to college grant seekers; provide technical assistance to administrators, faculty, and staff in the review of proposals to ensure that grant applications are complete and in compliance with programmatic and financial requirements. *E*

Manage the implementation of grant programs, including the work of grant directors and grant coordinators; develop, implement, and evaluate policies, procedures, and standards for the management of college grants. *E*

Monitor compliance with all federal, state, and local laws, relevant contractual obligations, and accounting and reporting standards applicable to college grants; provide assistance in the preparation of grant performance reports submitted to grant agencies. *E*

Provide technical assistance to grant writing staff in the development of grant proposals to ensure clarity and conformity with program objectives and compliance with policies and outcomes required by the funding agency/organization. *E*

Manage a comprehensive fundraising program, including administering capital campaigns and soliciting donations from alumni, individuals, community groups, and businesses; identify and cultivate relationships with potential donors; develop methods and systems to provide for private corporate and foundation development, corporate giving, estate gifts, annuities and trust funds, and other methods of support for the college. *E*

Oversee all financial responsibilities and fiduciary management of Foundation assets; work with District personnel and external consultants to develop investment policy, determine asset allocation, monitor asset performance, and distribute endowment funds. *E*

## **DIRECTOR OF INSTITUTIONAL ADVANCEMENT AND MARKETING (continued)**

Develop and maintain the annual operating budget for assigned functional areas, including grant administration, college marketing, and the Foundation; authorize expenditures in accordance with established guidelines; direct the preparation of detailed income and expenditure reports; develop and implement accounting controls to regulate financial stability. *E*

Identify, recruit, and evaluate Foundation board members. *E*

Plan and implement communication strategy in support of the college's mission and objectives. *E*

Serve as official liaison between the college and the media; develop communication pieces such as newsletters, news briefs, profiles, and reports; serve as primary spokesperson for the college. *E*

Coordinate and develop media relations and marketing services for the college utilizing newspapers, radio, television, websites, social media, and other media; establish and develop network relations to facilitate community support for the college's actions and objectives. *E*

Oversee the development and implementation of a comprehensive marketing program for the college, including marketing strategies and initiatives in support of individual programs; collaborate with administrators in the development and implementation of marketing strategies and initiatives to facilitate and enhance public awareness. *E*

Direct the development of marketing materials and advertising for print, broadcast, and electronic media. *E*

Conduct market research and monitor, analyze, and modify strategies to improve effectiveness of marketing activities. *E*

Provide direction with regard to developing and maintaining content for the college's website and social media. *E*

Represent the District at local, state, and national meetings pertaining to institutional advancement. *E*

Ensure compliance with applicable laws and regulatory requirements. *E*

Monitor developments in the field to remain current on innovative and effective strategies, programs, and practices. *E*

Supervise District and Foundation personnel. *E*

Perform other duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Principles, practices, and techniques relating to public relations and marketing

Principles and practices pertaining to grant procurement and administration

Principles, practices, and professional and ethical standards pertaining to resource development and asset management



## **DIRECTOR OF INSTITUTIONAL ADVANCEMENT AND MARKETING (continued)**

Principles and practices of grant accounting, budget preparation, and budget administration  
Mission, philosophy, and goals of the college  
Public speaking techniques  
District organization, operations, policies, and objectives  
Methods and techniques of research, analysis, and data-driven decision making  
Media functions and relations  
Principles of supervision, training, and performance evaluation  
Office procedures, methods, and equipment  
Office productivity computer applications including word processing, spreadsheet, email, presentation, and database applications  
Principles of English grammar, spelling, and composition  
Principles of business letter writing and report preparation  
Principles and procedures of record keeping

### **ABILITY TO:**

Develop, implement, and conduct public relations, strategic communications, marketing, and awareness activities to enhance community understanding of college objectives, services and activities  
Plan, develop, implement, and direct a comprehensive resource development and grant management program  
Develop and administer goals, objectives, and procedures  
Analyze and evaluate programs, policies, and operational needs  
Analyze situations accurately and adopt an effective course of action  
Exercise initiative and independence of judgment and action  
Manage and coordinate multiple projects simultaneously  
Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications  
Prepare and deliver effective oral presentations  
Communicate effectively, both orally and in writing  
Work independently and as part of a team  
Establish and maintain effective working relationships with those encountered in the course of work  
Read, interpret, apply, and explain laws, regulations, policies, and procedures  
Prepare clear, concise, and comprehensive reports  
Lead, motivate, train, supervise, and evaluate staff  
Research, collect, compile, and analyze information  
Produce documents and publications from ideas to completion  
Demonstrate sensitivity to individuals with diverse cultures, languages, ethnic, and socioeconomic backgrounds

### **EDUCATION AND EXPERIENCE:**

A bachelor's degree from a recognized college or university and three years of professional-level grant development, institutional fundraising, and marketing experience. A master's degree in public administration, business administration, educational administration, or closely related field may be substituted for one year of the required experience.

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION  
FROM: MICHAEL ARNOLDUS  
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION  
SUBJECT: TITLE CHANGE AND REVISION OF A CLASSIFICATION SPECIFICATION

**RECOMMENDATION:**

The following change of classification title is recommended:

From: Job Placement Specialist

To: Career Services Specialist

**BASIS OF RECOMMENDATION:**

The above change of classification title is recommended to more accurately reflect the job. In addition, Commission staff recommends revisions to the classification specification to update the language, ensure the classification specification accurately reflects the duties assigned to the position, and ensure the minimum qualifications are appropriate.

## VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASSIFICATION TITLE: ~~JOB PLACEMENT~~ CAREER SERVICES SPECIALIST

## BASIC FUNCTION:

Under the ~~direction~~ general supervision of an assigned supervisor, develop employment opportunities for students and provide career and professional development services to students by working with employers and other placement resources to develop employment opportunities; provide interviewing, advisory and informational services to students and staff.

## REPRESENTATIVE DUTIES:

~~Establish and Maintain~~ maintain liaison with employers and community agencies to develop employment opportunities for students and promote career services of Placement Office offered by the college through personal interviews, telephone and correspondence; attend job fairs, work shops and conferences as appropriate. *E*

~~Interview students in need of job placement; determine student qualifications for placement; advise students concerning techniques used in applying for jobs and strategies for interviewing; refer students to appropriate employers~~ Provide career and professional development services such as resume and cover letter review, mock interviews, and educating students on how to network and search for jobs; develop and conduct workshops and presentations pertaining to career and professional development. *E*

Provide technical and administrative support to the internship program, including reviewing applications and determining eligibility based upon specified eligibility requirements, organizing and conducting orientations, processing internship course enrollment, tracking and monitoring student intern time sheets, reviewing internship evaluations, liaising with student interns, faculty advisors, and employers; and developing, disseminating, collecting, and maintaining program documents. *E*

~~Receive daily job orders; verify job openings; maintain and update job announcement boards and enter jobs in college newspaper~~ Administer the online career management system (CMS), including reviewing and approving job postings and creating, updating, and disseminating announcements. *E*

~~Maintain communication with instructors, department heads and directors concerning current job openings.~~ *E*

Provide information and respond to inquiries from students, employees, employers, and the public regarding career services and activities provided by the college. *E*

~~Maintain a variety of statistical and narrative records and reports~~ Collect, compile, organize, and maintain data pertaining to career services and prepare reports. *E*

Assist in the planning, coordination, and implementation of career services-related events and outreach activities. *E*

Revised June 2017

Established July 1986

## **JOB PLACEMENT CAREER SERVICES SPECIALIST (continued)**

Develop, prepare, and disseminate promotional materials regarding the college's career services, events, and programs; monitor and update information pertaining to career services on the college website. E

Perform a variety of clerical duties; ~~including answering department telephones; type composing letters correspondence, forms, and memos as needed; and establishing and maintaining records and file~~ compose routine correspondence, memos and forms. E

Provide assistance to students and staff during registration periods as needed. E

Perform a variety of technical duties concerning College Work Study Program as assigned. E

Attend and participate in job fairs, workshops, conferences, meetings, and committees as assigned. E

Operate a variety of equipment including typewriter, copier, calculator and computer terminal. E

Provide work direction and guidance to student helpers-workers as assigned.

Perform related-other duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

College Career Center goals and objectives Mission, objectives, and goals of the college's career services and programs

Career information materials

Methods, techniques, and best practices of career and professional development, including  
Interviewing interviewing, resume writing, and job search techniques

Counseling techniques

Applicable laws, rules, regulations, policies, and procedures pertaining to career services

Marketing and outreach strategies

Customer service and public relations methods and techniques

Record-keeping techniques Principles and procedures of record keeping and filing

Oral and written communications skills

Telephone techniques and etiquette Methods and techniques of proper phone etiquette

Interpersonal skills using tact, patience and courtesy

Technical aspects of field of specialty

District organization, operations, policies and objectives

Principles of organization, collection, and storage of data

Principles and practices of business communication and report preparation

Office procedures, methods, and equipment, including computers

Office productivity computer applications, including word processing, spreadsheet, email, and  
database applications

Fundamentals of English grammar, spelling, and composition

#### ABILITY TO:

## **JOB PLACEMENT CAREER SERVICES SPECIALIST (continued)**

Develop and provide career and professional development services to students

Read, interpret, apply, and explain rules, regulations, policies, and procedures pertaining to career services-

Plan and organize events and activities related to career services

Maintain records and prepare statistical and narrative reports. Prepare reports by gathering and organizing data from a variety of sources

Interview students and evaluate employment needs and qualifications-

Perform a variety of promotional activities-

Perform clerical duties such as filing, duplications, typing and maintaining simple records-

Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications as well as specialized software applications

Learn and apply new information and skills

Type, keyboard, and/or enter data at a speed necessary for successful job performance

Establish and maintain a variety of files and records

Update and maintain a website

Understand and follow/carry out oral and written directions-

Communicate effectively, clearly and concisely, both orally and in writing-

Complete work with many interruptions-

Establish and maintain cooperative and effective working relationships with others: those encountered in the course of work

Meet schedules and time lines. Plan and organize work to meet changing priorities and deadlines

Train and provide work direction to others-

Provide information and assistance to students, employees, employers, and the public concerning job placement regarding career services

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: two years of college level course work in business, social services or related field and two years paid work experience in a related field.

A bachelor's degree from a recognized college or university AND one year of experience performing career and professional development services

**OR**

An associate degree from a recognized college or university AND two years of experience performing career and professional development services

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

Placement Office environment; subject to constant interruptions-

#### **PHYSICAL ABILITIES:**

Sitting for extended periods of time

**JOB PLACEMENT CAREER SERVICES SPECIALIST (continued)**

~~Hearing and speaking to communicate with employers, agencies, and others~~

~~Seeing to review and inspect documents, proofread correspondence for accuracy and quality~~

~~Dexterity of hands and fingers to operate office equipment~~

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION  
FROM: MICHAEL ARNOLDUS  
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION  
SUBJECT: TITLE CHANGE AND REVISION OF A CLASSIFICATION SPECIFICATION

**RECOMMENDATION:**

The following change of classification title is recommended:

From: Performing Arts Center (PAC) Assistant                      To: Performing Arts Center Assistant

**BASIS OF RECOMMENDATION:**

The above change of classification title is recommended to eliminate unnecessary wording in the title. In addition, Commission staff recommends revisions to the classification specification to update the language and ensure the minimum qualifications are clear and accurately describe the education and experience necessary to perform the job.

## VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

## CLASS TITLE: PERFORMING ARTS CENTER (PAC)-ASSISTANT

## BASIC FUNCTION

Under the general supervision of ~~the Dean of Student Learning~~ assigned supervisor, assist in the coordination of Performing Arts Center (PAC) events and facility usage ~~for the Performing Arts Center (PAC) and other instructional performing venues~~ and perform a variety of duties in support of the operation of the Performing Arts Center; ~~schedule, organize and maintain the production schedule, budget, calendar of events, house operations, box office functions, sale of concessions, mailings, and the Performing Arts Center website.~~

## REPRESENTATIVE DUTIES

~~Maintain schedule and facilitate Performing Arts Center productions and concerts for campus events and outside community groups; coordinate the production planning packets for producers using the Performing Arts Center;~~

Maintain the production schedule and calendar of events and coordinate, perform, and oversee house operations, box office functions, sale of concessions, and the maintenance of the Performing Arts Center. E

Coordinate the submission of production planning packets for producers using the Performing Arts Center and disseminate information to appropriate parties for approval. E

Prepare and process permit applications from requesters internal and external to the college according to established procedures; ~~complete paperwork for approved permits; prepare requests for permits~~ and obtain proper authorization; notify permit applicants of approval or denial; ~~and~~ issue permits to applicants. E

Assist in the development and improvement ~~revision~~ of standard operating procedures for the Performing Arts Center ~~productions and maintenance; coordinate maintenance of the Performing Arts Center. E~~

~~Oversee and perform a wide variety of duties related to the management of a theatrical box office and house/concession operations for the Performing Arts Center; train~~ Train and provide work direction to student workers and volunteers in various functions of house organization and management including ticket sales. E

Serve as a resource to administrators and the public concerning the use of Performing Arts Center facilities; respond to inquiries and provide ~~detailed~~ information ~~as requested~~ including estimates for use of facilities and information; ~~respond to inquiries~~ regarding ~~theatrical productions for the Performing Arts Center~~ productions. E

Develop and maintain the record ~~and of~~ financial transactions and procedures for the Performing Arts box office; track and maintain the Performing Arts Center program budgets ~~maintain records and file reports required by the College, District, and State. E~~

Revised June 2017

Established September 2007



## PERFORMING ARTS CENTER (PAC) ASSISTANT (continued)

Develop, prepare, disseminate, and coordinate the production of announcements, brochures, flyers, forms, social media posts, and other promotional materials regarding Performing Arts Center productions; monitor and update the Performing Arts Center website; maintain displays in the Performing Arts Center public areas. E

Perform a variety of clerical and customer service duties ~~related to assigned activities; including~~ answering telephones and greeting and assisting visitors; ~~type, file and duplicate~~ composing a variety of forms, reports and correspondence; ~~establishing~~ and maintaining files for facility transactions; ~~and developing, organize, and update~~ updating patron mailing lists ~~for the Performing Arts Center events. E~~

~~Operate a variety of computer and other standard office equipment. E~~

Coordinate, facilitate, ~~Attend-attend, and~~ participate in, and prepare agendas for a variety of meetings related to assigned activities ~~Performing Arts Center productions and operations; assist the Dean in convening and preparing agendas and related materials for Performing Arts Center meetings. E~~

~~Oversee displays in the Performing Arts Center public areas; facilitate the compilation and distribution of promotional materials. E~~

Performs ~~related other~~ duties as assigned.

## KNOWLEDGE AND ABILITIES

### KNOWLEDGE OF:

Principles of theatre management and production

~~Strong computer skills including knowledge of Internet research~~

Principles and procedures of records management, including those related to maintaining filing systems

~~Record keeping and report preparation techniques~~

~~Basic bookkeeping~~ Bookkeeping practices and procedures

Office procedures, methods, and equipment including computers

Office productivity computer applications including word processing, spreadsheet, email, and database

~~Modern office practices and procedures and equipment~~

~~MS Word, Excel and Access and related accounting software~~

Fundamentals of English grammar, spelling, and composition

Fundamentals of writing, composition, layout and production for mass media

~~Telecommunication skills/ email/Website/on-line sales~~

~~Equipment, processes and materials used in printing~~

Basic principles of business letter writing and report preparation

Principles and practices of business communication

Customer service and public relations methods and techniques

Cash handling procedures

~~Interpersonal skills using tact, patience and courtesy~~

~~Oral and written communication skills~~

Methods and techniques of proper Telephone techniques and etiquette

## PERFORMING ARTS CENTER (PAC) ASSISTANT (continued)

### ~~Operation of a computer and assigned software~~

Laws, codes, policies and procedures related to assigned activities

Basic mathematical principles

### ABILITY TO:

Coordinate and schedule the use of Performing Arts facilities by various groups and community organizations

Serve as a resource to administrators and the public concerning the use of facilities

Demonstrate strong customer service skills

Interpret, apply, and explain applicable laws, codes, policies, and procedures

Work independently with little direction

Learn and apply new information and skills

Type, keyboard, and/or enter data at a speed necessary for successful job performance

Establish and maintain a variety of files and records

Accurately count, record, and balance assigned transactions

Develop effective publicity and informational materials

Establish and maintain effective working relationships with those contacted in the course of work

~~Maintain effective relationships with campus staff and students, and with representatives of the community and the media~~

~~Meet schedules and time lines~~

~~Perform clerical duties such as filing, typing, duplicating and maintaining routine records~~

Determine appropriate action within clearly defined guidelines

Prepare reports by gathering and organizing data from a variety of sources

Prepare reports related to assigned activities

Add, subtract, multiply and divide Make arithmetic calculations quickly and accurately

Operate a variety of office equipment including computers and supporting word processing, spreadsheet, and publishing applications

Maintain a website

Utilize social media to disseminate information regarding Performing Arts Center events and activities

Plan and organize work to meet changing priorities and deadlines

~~Prioritize and schedule work~~

Understand and carry out oral and written directions

Communicate clearly and concisely, both orally and in writing

~~Answer telephones and greet visitors~~

### EDUCATION AND EXPERIENCE:

~~Any combination equivalent to: graduation from high school and three years administrative support experience or education in Theatre/Entertainment Management.~~

A. Graduation from high school or evidence of equivalent educational proficiency AND three years of clerical or administrative support experience involving frequent public contact. Experience performing box office and front of house duties in a theater or performing arts center is preferred.

OR

B. An associate degree from a recognized college or university AND one year of clerical or

**PERFORMING ARTS CENTER ~~(PAC)~~ ASSISTANT (continued)**

administrative support experience involving frequent public contact. Experience performing box office and front of house duties in a theater or performing arts center is preferred.

OR

C. A bachelor's degree from a recognized college or university. Experience performing box office and front of house duties in a theater or performing arts center is preferred.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment  
Constant interruptions

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information  
Dexterity of hands and fingers to operate a computer keyboard  
Seeing to read a variety of materials  
Sitting or standing for extended periods of time



PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

RECLASSIFICATION OF POSITIONS, ABOLISHMENT OF CLASSIFICATION, AND TITLE CHANGE

**BACKGROUND:** This study began as a revision of classification specifications. After discussing the class specs with supervisors of the positions, Ventura College (VC) and Moorpark College (MC) administration requested a study of the Student Services Assistant I (SSA I) positions because they believed the incumbents were working at the same level as those in the Student Services Assistant II (SSA II) positions. The following findings and recommendations are based upon interviews with the supervisors and desk audits of the subject positions. Commission staff also studied one benchmark SSA II position from all three colleges for comparison purposes.

**RECOMMENDATION:**

- A. The following Student Services Assistant I positions be reclassified to Student Services Assistant II Classified Salary Schedule (CSS) #210 (\$3,262-\$4,515/month)

Position Number	Current Incumbent	Current Classification	Location
MCU340	Bonnie Garringer-Lara	Student Services Assistant I	ACCESS Center at MC
VCU563	Angelica Navarro	Student Services Assistant I	MESA Center at VC

- B. Upon the reclassification and abolishment of all Student Services Assistant I positions, the Student Services Assistant I classification be abolished
- C. The Student Services Assistant II classification be retitled to Student Services Assistant upon the abolishment of Student Services Assistant I

**BASES OF RECOMMENDATION:** The SSA I and SSA II classification specifications have very few distinguishing characteristics. The SSA II classification states that it is “the more experienced level” in the series. It also states the incumbents assigned to SSA II require “less supervision.” Another distinguishing characteristic found in the duties includes “resolving issues involving student application, forms, and records.” All other duties listed in both classification specifications involve clerical or student service responsibilities of similar scope and complexity. The following is a summary of Commission staff findings.

*Experience Level* – Commission staff has found that experience levels vary widely across positions in both classifications. Further, experience level is not typically considered a comparable factor.

*Level of supervision received* – There was no significant difference with regard to level of supervision received found between the subject SSA I and benchmark SSA II positions. All SSA I and II positions report to deans or VPs who do not provide day to day direction. All positions work closely with counselors or other higher level staff within their assigned area. These areas include ACCESS Center, MESA Center, EOPS Office, Career/Transfer Center, and the Santa Paula Center.

*Resolving issues* – SSA I and SSA IIs all resolve issues of similar complexity involving incomplete or incorrect student forms. This duty requires specialized knowledge of the associated student services area. All positions studied receive forms from students and determine whether or not the forms are completed correctly. When they identify an error, they contact the student to explain the issue and ensure the errors are resolved. With regard to referring issues, incumbents refer student inquiries to other areas when the inquiries do not fall within the scope of their functional area. This requires incumbents to understand the functions of all areas of student services to ensure they are referring students to the appropriate offices. Other issues involve interpersonal situations with students. The positions require a high level of tact and composure in dealing with angry or upset students.

Given that the SSA I positions at the MC ACCESS Center and VC MESA Center are working at the same level as the benchmark SSA II positions with regard to level of supervision received and complexity of resolving issues, it does not appear that there is a need for multiple levels of Student Services Assistant. Furthermore, given the unclear and apparently minimal distinction between the two levels, staff recommends the elimination of one of the levels and the reclassification or abolishment of all SSA I positions.

**STATUS OF INCUMBENTS:** Bonnie Garringer-Lara – The incumbent has occupied her position for more than two years with satisfactory performance in addition to gradually accruing the higher-level responsibilities over the course of at least 5 years. Therefore, it is recommended that the incumbent be reclassified with her position in accordance with Personnel Commission Rule 215.

Angelica Navarro – The incumbent has occupied her position for less than two years and does not qualify to be reclassified with her position in accordance with Personnel Commission Rule 215. Therefore, Commission staff recommends that upon successful completion of a qualifying examination, the incumbent be reclassified with her position to the classification of Student Services Assistant II.

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT****CLASS TITLE: STUDENT SERVICES ASSISTANT I****BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform specialized clerical and technical duties in a student services area which involves assignments such as admissions, registration, records maintenance, financial assistance, and community services.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents assigned to a Student Services Assistant classification provide clerical support and technical assistance and information to students on a one-to-one basis. Incumbents in the Student Services Assistant I classification provide specialized clerical and technical assistance with supervision. Student Services Assistant II classification is the more experienced level in the series. Incumbents assigned to the Student Services Assistant II classification provide independent technical direction requiring less supervision in an assigned area of Student Services.

**REPRESENTATIVE DUTIES:**

Provide technical assistance and information to students, staff and the public regarding assigned area of student services in an effective and courteous manner. *E*

Instruct students in correct procedures for completion of forms and applications; explain applications, requirements and restrictions; review completed forms for accuracy and completeness. *E*

Process applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms; collect and account for student fees. *E*

Analyze and determine status of application and forms; refer problems to supervisor for assistance and resolutions; notify students of determination of need for additional information. *E*

Schedule appointments for students and staff members; answer telephones and provide information and assistance. *E*

Prepare and transmit correspondence for students, verifying student status and other information; respond to requests for other educational institutions and agencies involving the verification of student status and records. *E*

Operate computer terminal to register students, update student records, general reports and verify student information. *E*

Compile and prepare statistical and other reports and records; prepare and type letters, requisitions

## **STUDENT SERVICES ASSISTANT I (continued)**

and other correspondence; prepare certificates of completion and other documents as assigned. *E*

Establish and maintain appropriate files and records; audit records to assure accuracy. *E*

Prepare, coordinate, schedule and generate all data processing reports as assigned. *E*

Provide information and assistance to instructors, other staff members and the public. *E*

Train and provide work direction to student aides and hourly assistants. *E*

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Rules, regulations, procedures and policies of assigned program  
Modern office practices, procedures and equipment  
Record-keeping techniques  
Correct English usage, grammar, spelling, punctuation and vocabulary  
Oral and written communications skills  
District organization, operations, policies and objectives  
Applicable sections of State Education Code and other applicable laws  
Technical aspects of field of specialty  
Basic math  
Public relations techniques

#### ABILITY TO:

Perform clerical duties of average difficulty  
Learn and interpret laws, rules, regulations and policies regarding assigned Student Services area  
Operate office equipment including a computer terminal  
Keyboard/type at 45 net words per minute from clear copy  
Make simple arithmetic calculations  
Communicate effectively both orally and in writing  
Work independently with little direction  
Understand and follow oral and written directions  
Establish and maintain cooperative and effective working relationships with others  
Meet schedules and time lines  
Plan and organize work  
Work accurately, effectively and courteously under pressure  
Train and provide work direction to others  
Maintain records and prepare reports  
Collect and account for student fees

**STUDENT SERVICES ASSISTANT I (continued)**

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two years of clerical experience involving frequent public contact.

**WORKING CONDITIONS:**

ENVIRONMENT:

College Student Services office environment

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others, seeing to observe and assure accurate completion of documents

Dexterity of hands and fingers to prepare documents and operate a computer keyboard

Sitting and standing for extended periods of time

Reaching to retrieve and file records

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT****CLASS TITLE: STUDENT SERVICES ASSISTANT II****BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform specialized clerical duties in a student services area such as registration, record maintenance, financial assistance, EOPS, veterans' benefits, disabled student services and counseling services.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents assigned to a Student Services Assistant classification provide clerical support and technical assistance and information to students on a one-to-one basis. Incumbents in the Student Services Assistant I classification provide specialized clerical and technical assistance with supervision. Student Services Assistant II classification is the more experienced level in the series. Incumbents assigned to the Student Services Assistant II classification provide independent technical direction requiring less supervision in an assigned area of Student Services.

**REPRESENTATIVE DUTIES:**

Provide assistance and information to students regarding records, registration, EOPS, veterans benefits, Financial Aid, Disabled Student Services or Counseling services. *E*

Instruct students in correct procedures for completion of forms and applications; explain applications, requirements and restrictions; review completed forms for completeness. *E*

Serve as clerical support for a student services program including receptionist, typing and data entry duties. *E*

Process applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms. *E*

Prepare and transmit correspondence for students; verify student status and other related information; respond to requests from educational institutions and agencies; provide information and verification of student status and records. *E*

Maintain confidential records and files. *E*

Respond to requests for information from District officials, faculty, and students. *E*

Monitor student progress to assure program compliance as directed; assist students in a variety of ways according to program needs. *E*

Operate computer terminal to update student records, generate reports and verify student information. *E*



## **STUDENT SERVICES ASSISTANT II (continued)**

Prepare letters and other correspondence. *E*

Resolve issues involving student applications, forms and records; prepare, verify and distribute payments to students as assigned.

Assist in training and providing work direction and guidance to student workers and other staff in assigned area of student services.

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Modern office practices, procedures and equipment  
Record-keeping techniques  
Correct English usage, grammar, spelling, punctuation and vocabulary  
Oral and written communications skills  
District organization, operations, policies and objectives  
Applicable sections of State Education Code and other applicable laws  
Basic math

#### ABILITY TO:

Learn to interpret rules, regulations and policies regarding assigned Student Services area  
Operate office equipment including a computer terminal  
Operate keyboard/type at 45 net words per minute from clear copy  
Communicate effectively both orally and in writing  
Understand and follow oral and written directions  
Maintain records and prepare reports  
Work effectively with students with special needs  
Make simple arithmetic calculations

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and three years of clerical experience involving frequent public contact.

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

College Student Services office environment

**STUDENT SERVICES ASSISTANT II (continued)**

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others

Seeing to observe and assure accurate completion of documents

Dexterity of hands and fingers to prepare documents and operate a computer keyboard

Sitting and standing for extended periods of time

Reaching to retrieve and file record

PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

RECLASSIFICATION OF A POSITION TO AN EXISTING CLASSIFICATION AND ABOLISHMENT OF AN UNUSED  
CLASSIFICATION

COMMISSION STAFF RECOMMENDS THAT THE FOLLOWING BE APPROVED:

**A. RECLASSIFICATION OF A POSITION**

**From:** Support Services Assistant-Disabled Students  
(Schedule 210 \$3,262-\$4,515/month)      **To:** Disability Services Technician  
(Schedule 230 \$3,637-\$5,028/month)

**Incumbent:** Obalid Younan      **Location:** ACCESS, Moorpark College

**B. ABOLISHMENT OF A CLASSIFICATION**

Upon the Board taking action to abolish all positions within the Support Services Assistant-Disabled Students classification, Commission staff recommends that the classification of Support Services Assistant-Disabled Students be abolished.

**BACKGROUND:**

The Moorpark College Dean who oversees ACCESS and the incumbent requested the subject position be studied to ensure it is classified appropriately. The recommendation to reclassify the position to a Disability Services Technician is based upon a review of the incumbent's completed position information questionnaire, a desk audit of the subject position, and interviews with the incumbent and supervisor of the position.

**BASES OF RECOMMENDATIONS:**

The primary distinguishing characteristics between the two classifications are as follows:

1. A Technician assists in the coordination and implementation of the program, whereas an Assistant provides support to the program such as assisting students with the registration process, preparing and maintaining records, preparing and sending correspondence, scheduling appointments, answering phones, etc.
2. A Technician provides specialized information on the resources, equipment, and services available to students with disabilities, assigns equipment and supplies to students, and instructs students on the proper operation, whereas an Assistant only provides general information about the program.
3. A Technician recruits and hires student workers and tutors. An Assistant does not.
4. A Technician assists in budget preparation. An Assistant does not.
5. A Technician collects, compiles, and prepares data and reports, whereas an Assistant assists in updating information for reports.

Commission staff determined that the duties and responsibilities assigned to the position have gradually increased in responsibility. Specifically, the subject position is responsible for the following Technician-level duties.

Data and reports

Mr. Younan is responsible for collecting and compiling data for a variety of reports including graphical and statistical reports describing program demographics (e.g. # of students enrolled, type of disability, nature of contact, accommodations), budget reports, program planning reports, MIS reports, and state-required reports that dictate funding for the ACCESS program. His responsibility is beyond assisting with the updating of information.

Budget preparation and program planning

Mr. Younan assists the ACCESS Coordinator with planning the program's approximate \$1 million budget. Mr. Younan

collaborates with the fiscal services department and the Coordinator to plan the following year's budget, which is primarily based on the program's growth and the allocation received from the state. Mr. Younan provides input to the Coordinator with regard to how the funds are spent.

Mr. Younan also assists the Coordinator with the annual program planning report, which assesses program productivity, outcomes, progress, and effectiveness, lists resources required, and includes a work plan moving forward, among other factors.

Coordinate and implement services

Mr. Younan coordinates and implements services including providing adaptive furniture and equipment to students and planning and coordinating priority registration for ACCESS students. Mr. Younan coordinates with other departments to provide adaptive furniture and equipment to students. Specifically, faculty (counselors and specialists) determine the need for and type of accommodation, communicate this information to Mr. Younan, and Mr. Younan decides what specific equipment to provide to the student. He meets with the student to determine which piece of equipment would best meet their needs, shows the student how to use the equipment, and coordinates the delivery of the equipment to the appropriate classroom. Further, Mr. Younan provides technical information to students on the equipment and services available to them.

With regard to coordinating priority registration, Mr. Younan sends notices and flyers to students, schedules students' appointments, contacts appropriate faculty regarding their participation/availability, and works with the Admissions & Records department and faculty to resolve registration issues.

Equipment

Mr. Younan researches and recommends equipment to purchase that meets ADA requirements, determines appropriate inventory levels, and maintains such inventory levels.

Hire student workers and tutors

Mr. Younan is responsible for the full hiring process of student workers and tutors. He creates and posts the job posting, determines the hiring timeline (open and close dates), reviews applications, and decides who to interview. He and the Coordinator interview together and decide in conjunction who to hire.

The aforementioned responsibilities are beyond the level of responsibility expected of a Support Services Assistant-Disabled Students. Consequently, a reclassification of the subject position to the classification of Disability Services Technician is warranted.

If reclassification of the position is approved, there will be no existing positions remaining within the classification of Support Services Assistant-Disabled Students and the classification may therefore be abolished.

**CLASSIFICATION REVIEW COMMITTEE AND STATUS OF INCUMBENT:**

On June 1, 2017, the Classification Review Committee reviewed the proposed recommendation and unanimously supported the recommendation to reclassify the subject position. Those present at the meeting were Silvia Barajas, Vice President, Business Services at Moorpark College; Teri Ortiz, Accounts Payable Technician at the District Administrative Center; and Linda Resendiz, Executive Assistant to the President at Moorpark College. David Keebler, Vice President, Business Services at Ventura College and Katherine Owashi, Academic Data Specialist at Ventura College submitted their votes via email.

The incumbent has occupied his position for more than two years with satisfactory performance in addition to gradually accruing the higher-level responsibilities over the course of at least 18 months. Therefore, it is recommended that the incumbent be reclassified with his position in accordance with Personnel Commission Rule 215.

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: SUPPORT SERVICES ASSISTANT-DISABLED STUDENTS**

**BASIC FUNCTION:**

Under the direction of the Coordinator, Disabled Students Program, assist in the provision of support services and accommodations for students with disabilities; assist in the preparation of instructional materials for disabled students on an individualized basis; assist in the record keeping of services and accommodations for students with disabilities.

**REPRESENTATIVE DUTIES:**

Assist disabled students with the registration process including all required paperwork. *E*

Operate computer terminal to register students; collect and account for student fees.

Administer un-timed placement tests. *E*

Proctor and keep records for test accommodations for disabled students. *E*

Monitor and proctor tests for non-disabled students taking tests in disabled students testing room. *E*

Monitor and record student progress. *E*

Act as liaison with program staff, instructors, college staff and representatives of the State Department of Rehabilitation. *E*

Prepare large print copies of instructional material for visually impaired students. *E*

Assist in the updating of information for statewide reports. *E*

Provide general information about the Disabled Students Program to disabled students, staff and the public. *E*

Schedule appointments for students with staff members; answer telephones; provide information and assistance to students, staff and public who come into the DSP&S office. *E*

Prepare and transmit correspondence for students verifying student status and eligibility for DSP&S services; respond to requests from other educational institutions and agencies involving the verification of student status and records. *E*

Prepare requisitions for DSP&S; record and track expenditures within DSP&S budget. *E*

Prepare and type letters and other documents as assigned. *E*

## **SUPPORT SERVICES ASSISTANT/ DISABLED STUDENTS (continued)**

Prepare and maintain payroll records for DSP&S classified staff and student workers. *E*

Maintain confidential student records and files. *E*

Train and provide work direction to student aides and hourly assistants. *E*

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

General needs and behavior of students with disabilities

Record keeping techniques for Disabled Students Programs

Basic knowledge of appropriate legislation and guidelines regarding community college disabled students

Interpersonal skills using tact, patience, and courtesy

Knowledge of resources and services for disabled students

Criteria for eligibility to Disabled Students Programs

Knowledge of various components of Disabled Student Programs and their functions

#### ABILITY TO:

Demonstrate sensitivity towards the special needs of students with disabilities

Learn software programs used in DSP&S office. (Banner, Able Aide, Excel, SARS)

Read, interpret, and apply rules, regulations, policies, and procedures

Plan and organized work

Understand and follow oral and written directions

Operate a variety of office equipment such as a computer, copy machine, and calculator

Communication with staff and students

Administer college placement and competency tests

Evaluate students needs and make appropriate referrals within program, staff, and resources

Complete clerical tasks while dealing with numerous interruptions and demands from students and staff

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and three (3) years of experience working with disabled students. Community college experience preferred.

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

College Disabled Students Center environment

Dealing with community college students with various types and severity of disability

Multiple tasks managed simultaneously

**SUPPORT SERVICES ASSISTANT/ DISABLED STUDENTS (continued)**

Subject to many interruptions and distractions

PHYSICAL ABILITIES:

Speaking ability to communicate with students, staff, and parents

Dexterity of hands and fingers to operate office equipment

Reaching to retrieve and file records

Sitting for extended periods of time

Seeing to read and review schedules and documents

HAZARDS:

Possible exposure to aggressive, anti-social, or inappropriate student behavior

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: DISABILITY SERVICES TECHNICIAN**

**BASIC FUNCTION:**

Under the general supervision of an assigned supervisor, perform a variety of technical duties in support of college services for students with disabilities.

**REPRESENTATIVE DUTIES:**

Assist in the coordination and implementation of services for students with disabilities. *E*

Provide information, training, and assistance regarding resources, equipment, supplies, and services available to students with various disabilities. *E*

Instruct students in the proper operation of specialized software and equipment; check out appropriate equipment and supplies to students; monitor return of equipment. *E*

Research and recommend equipment to be purchased for students with disabilities; maintain appropriate inventory of equipment. *E*

Schedule, administer, and proctor placement assessments and course examinations to students with disabilities; arrange for appropriate accommodations as necessary. *E*

Interpret, explain, and implement rules, regulations, laws, policies, and procedures related to students with disabilities. *E*

Provide specialized registration assistance for students with disabilities. *E*

Enter, retrieve, compile, and organize student data and prepare various reports related to program activities; establish and maintain confidential records and files. *E*

Recruit, train, schedule, and provide work direction to student workers and clerical personnel; recruit and schedule interpreters, captioning providers, readers, note takers, and tutors. *E*

Assist in budget preparation; record and monitor expenditures; maintain current budget information. *E*

Organize and participate in disability services outreach activities. *E*

Perform a variety of administrative and clerical duties including monitoring and purchasing office inventory, issuing handicap parking, inputting requisitions, processing invoices, updating the program website, and composing and distributing various forms, documents, and outreach materials. *E*

Perform other duties as assigned.



## **DISABILITY SERVICES TECHNICIAN (continued)**

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

College resources and services available for students with various disabilities  
Applicable laws, rules, regulations, and policies related to services for students with disabilities  
Specialized equipment, software, furniture, and supplies for students with disabilities  
Principles of organization, collection, and storage of data  
Fundamentals of English grammar, spelling, and composition Principles and procedures of record keeping and filing  
Office productivity computer applications including word processing, spreadsheet, email, and database applications  
Basic principles of business letter writing and report preparation  
Customer service and public relations methods and techniques

#### ABILITY TO:

Provide information and assistance to students with various disabilities  
Coordinate and implement programs and services for students with disabilities  
Operate and instruct in the proper operation of a variety of specialized software and equipment  
Interpret, apply, and explain applicable laws, rules, regulations, policies, and procedures related to students with disabilities  
Analyze situations accurately and adopt an effective course of action  
Communicate clearly and concisely, both orally and in writing  
Provide guidance and technical direction to assigned staff  
Demonstrate sensitivity to students and colleagues with diverse backgrounds  
Work independently with little direction Prepare reports by gathering and organizing data from a variety of sources  
Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications as well as specialized software applications

### **EDUCATION AND EXPERIENCE:**

Graduation from high school or evidence of equivalent educational proficiency AND three years of experience providing support services to people with disabilities

**OR**

An associate degree from a recognized college or university AND two years of experience providing support services to people with disabilities

**OR**

A bachelor's degree from a recognized college or university AND one year of experience providing support services to people with disabilities