

**Student Services Outreach Specialist
Mt. San Antonio College**

Direct Link: <https://www.AcademicKeys.com/r?job=119935>

Downloaded On: Jun. 25, 2019 2:15pm

Posted Feb. 18, 2019, removed May 27, 2019

Job Title	Student Services Outreach Specialist
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Feb. 18, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Student Services
Apply Online Here	http://apptrkr.com/1396188

Apply By Email

Job Description

Student Services Outreach Specialist

Mt. San Antonio College

Job Category: Classified Unit A

Employee Group:

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours): Monday-Friday, 8:00 a.m.- 5:00 p.m. (Some evening and weekend hours)



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Salary Range: A-81

Salary: Steps 1 - 6, \$4,411 - \$5,630 per month

Shift Differential:

Health & Welfare: College contributes \$10,946 toward annual premium for medical, dental, vision and life insurance coverage. Lifetime retirement benefits provided for eligible retirees.

The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and MetLife Social Security Alternative Plan.

*Note Salary and Health & Welfare Benefits are subject to change

Department: Student Services

Open Date: 02/14/2019

Closing Date:

Open Until Filled: Yes

Basic Function/Overview:

DEFINITION

Under general supervision, provides a variety of complex technical and support services for students in various specialized areas to facilitate high school students' access to education and training; performs and or facilitates outreach and recruitment services; provides information and assistance to students regarding matriculation, admissions, application, placement testing, and financial aid; collaborates with local high schools; plans, organizes, and coordinates on-campus community outreach events to attract and inform prospective students about programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Supervisor, High School Outreach. Exercises no direct supervision of staff. Provides technical and functional direction and training to student workers/volunteers.

CLASS CHARACTERISTICS

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This classification is responsible for planning, organizing, and coordinating a variety of high school outreach and recruitment activities, functions, and events to attract and inform prospective students of educational programs at the District. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the procedures and policies of the assigned function. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, thorough knowledge of the policies, procedures, eligibility requirements, and application processes, and extensive staff, public, and organizational contact. This class is distinguished from the EOPS Outreach Specialist in that the latter has a special focus on reaching out to and recruiting potential student to the District's Extended Opportunity Program and Services (EOP&S) and Cooperative Agencies Resources for Education (CARE) programs. This class is further distinguished from the Supervisor, High School Outreach in that the latter is the full supervisory-level class responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in student outreach and recruitment services.

Essential Duties/Major Responsibilities:

1. Plans and coordinates high school outreach and recruitment activities; participates in the formulation, development, and implementation of policies and procedures for assigned specialized student services; communicates with instructors, counselors, administrators, other staff, faculty, and high schools to coordinate and implement the assigned activities and to exchange information.
2. Schedules and/or conducts informal workshops, informational sessions, and program orientations for new or prospective students and parents regarding District programs and services; develops flyers, brochures, programs, and other informational materials.
3. Provides technical information and advice to prospective students, parents, high school counselors, principals, and faculty, and others regarding eligibility requirements and educational opportunities, programs, and services; works with prospective students and high school counselors and instructors to assess students academic needs and admissions eligibility.
4. Assists prospective students, parents, and high school counselors and instructors in the Colleges matriculation process.
5. Provides information to prospective students, parents, high school counselors and instructors regarding degree requirements, registration process, class schedules, transfer processes, account claim procedures, assessment, and financial aid programs.
6. Informs prospective and new students of the importance completing required English, Math and Reading courses (Basic Skills) and taking Assessment Tests.
7. Serves as liaison between District staff, faculty, students, parents, target high schools, community agencies, and other key stakeholders and provides information on and support for District services.
8. Performs recruitment and outreach activities to high schools and local community agencies; schedules/coordinates meetings and classroom presentations to help recruit prospective students to

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campus; arranges student visitation and tours of the College campus; informs students and parents of program requirements, how to qualify for financial aid, scholarships, grants, and fee waivers, residency requirements, and other services; answers questions from students and parents.

9. Coordinates, and schedules, placement testing at the high schools.

10. Tracks students progress through the matriculation process to ensure students are invited to the Connect 4 Early Registration event; coordinates with Admissions Department to identify any application issues.

11. Assists students through the Registration Assistance Center process.

12. Provides technical support and instruction regarding online registration process, portal access and navigation, and other technical issues.

13. Assists students with applications for various District programs, including ASPIRE, Bridge, and Disabled Students Programs & Services (DSP&S).

14. Assists in major annual campus events; plans, organizes, and coordinates, and/or assists with, other on-campus activities, meetings, fairs, and special events for prospective students and parents to promote District programs.

15. Inputs into, maintains, and downloads data from a computer database; gathers, compiles, tracks, and analyzes pertinent data and statistics; prepares and maintains a variety of narrative and statistical records and reports related to program activities and effectiveness.

16. Develops and drafts correspondence and reports to students, parents, and community and high school contacts regarding assigned programs, activities, and events.

17. Informs college administration of public perceptions and concerns related to District programs and services.

18. Maintains accurate and detailed spreadsheets, complex files, and records, verifies accuracy of information, researches discrepancies, and records information in compliance with applicable regulations, policies, and procedures.

19. Answers questions from and provides support services to students and visitors regarding admissions eligibility and requirements, registration, and other student services policies and procedures.

20. Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.

21. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.

22. Screens calls and visitors; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.

23. Recruits volunteers and maintains volunteer database; gives work assignments; reviews and

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controls quality of work; trains student workers and volunteers in work principles, practices, methods, policies, and procedures.

24. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

Other Duties:

Performs other related duties as assigned.

Knowledge Of:

1. Principles, practices, and service delivery needs related to the program area(s) to which assigned.
2. Procedures for planning, organizing, and coordinating a variety of community outreach activities and events.
3. Educational, cultural, age-specific, and social needs of the community as they relate to the programs to which assigned.
4. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
5. Business letter writing and the standard format for presentations, basic reports, correspondence, and other written materials.
6. Research and reporting methods, techniques, and procedures.
7. Principles and practices of data collection and report preparation.
8. Record keeping principles and procedures.
9. Modern office practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills and Abilities:

1. Participate in the development of community outreach efforts for assigned program(s).
2. Coordinate assigned program activities, including outreach, brochures, flyers, and related program materials.
3. Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
4. Participate in the development of goals, objectives, policies, procedures, and work standards for

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assigned programs.

5. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.

6. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.

7. Effectively represent the District in meetings with other schools, community groups, and various other organizations, and in meetings with individuals.

8. Prepare basic reports, correspondence, and other written materials.

9. Respond to and effectively prioritize multiple phone calls and other requests for service.

10. Make accurate mathematical and basic statistical computations.

11. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

12. Establish and maintain a variety of filing, recordkeeping, and tracking systems.

13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

14. Operate modern office equipment including computer equipment and specialized software applications programs.

15. Use English effectively to communicate in person, over the telephone, and in writing.

16. Understand scope of authority in making independent decisions.

17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

Equivalent to a Bachelors degree from a regionally accredited college or university in education, the social sciences, human services, or a related field, and at least one (1) full-time equivalent year of experience in providing educational outreach and/or advising services in either a college setting or secondary educational setting or recognized non-profit organization serving students enrolled in public high schools.

Equivalencies:

Preferred Qualifications:

License(s) & Other Requirements:



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The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California drivers license.

Working Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Hazards:

Instructions re: Confidential Letter of Recommendation:

Conditions of Employment:

Official offers of employment are made by Mt. San Antonio College Human Resources and are made contingent upon Board approval. It is also required that a final offer of employment will only be made after the candidate has successfully been live-scanned and clearance for employment is authorized by Human Resources. Costs for live-scan services shall be borne by the candidate.

Notice to all prospective employees The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Administrative Procedure 3518, titled Child Abuse Reporting, as a condition of employment.

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As required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, the Mt. San Antonio Community College Annual Security Report is available here:

[url=https://www.mtsac.edu/safety/pdf/asr_2018.pdf]https://www.mtsac.edu/safety/pdf/asr_2018.pdf

The person holding this position is considered a Responsible Employee under Title IX of the Educational Amendments Act of 1972 and is required to report to the Colleges Title IX Coordinator all relevant details reported to him or her about an incident of alleged sexual misconduct including sexual harassment, sexual assault, dating and domestic violence and stalking.

Examination Requirements:

Typing Certificate Requirements:

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on March 21, 2019, are assured consideration.

Applicants must submit all of the following materials online at

[url=http://hrjobs.mtsac.edu]http://hrjobs.mtsac.edu to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed rsum that summarizes educational preparation and professional experience for the position.
4. Two (2) letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. College and/or university transcripts showing the awarded/conferred degree (if applicable) are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.

Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [url=mailto:employment@mtsac.edu]employment@mtsac.edu.



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DO NOT include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be reimbursed up to a \$500 maximum (per position recruitment).

Relocation costs will be borne by the successful candidate. Travel reimbursement claims must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: employment@mtsac.edu

Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.

Interviews may include a writing sample, committee presentation, and/or performance test. The start date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

To be guaranteed consideration, it is the applicants responsibility to ensure that all required materials are received before the initial screening date and time indicated on the job posting. Incomplete application packets will not be considered. All application materials will become College property, will not be returned, and will not be copied. Please visit our employment website at <http://hrjobs.mtsac.edu> to complete and submit your application for this position.

Letters of Recommendation

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Confidential letters of recommendation are not accepted for this position. All letters of recommendation must be uploaded to the application.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Conflict of Interest

Cancel RTF Policy:

We reserve the right to reopen, re-advertise, delay, or cancel filling this position.

To apply, visit: [\[url=http://apptrkr.com/1396188\]](http://apptrkr.com/1396188)<https://hrjobs.mtsac.edu/>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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