

**Student Services Program Specialist II  
Mt. San Antonio College**

Direct Link: <https://www.AcademicKeys.com/r?job=122027>

Downloaded On: Jun. 19, 2019 1:31am

Posted Apr. 11, 2019, removed May 27, 2019

<b>Job Title</b>	Student Services Program Specialist II
<b>Department</b>	
<b>Institution</b>	Mt. San Antonio College Walnut, California
<b>Date Posted</b>	Apr. 11, 2019
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Student Services
<b>Apply Online Here</b>	<a href="https://apptrkr.com/1436131">https://apptrkr.com/1436131</a>

**Apply By Email**

**Job Description**

Student Services Program Specialist II

Position Number: 201314972

Department: Student Life

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours):

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Salary Range: A-79

Salary: Steps 1 - 6, \$4,324 - \$5,519 per month

Shift Differential:

Open Date: 04/09/2019

Initial Screening Date: 04/30/2019

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on April 30, 2019, are assured consideration.

Applicants must submit all of the following materials online at <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.

Health & Welfare:

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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

### Basic Function/Overview:

This position is responsible for planning, coordinating, and evaluating programs activities associated with Student Life, including but not limited to, the Lost and Found Program, Lost and Found Auction, Volunteer Fair, developing and maintaining the Student Life and Associated Students social media platforms. Additional responsibilities include assisting with Student Life, Associated Students, and Dean of Student Services program activities (i.e. Students and Educators of Distinction, Inspiring Women Luncheon, Leadership-Education-And-Development L.E.A.D. program, Basic Needs). The Student Services Program Specialist II (Student Life) is a critical position that assists with screening and directing front counter inquiries and referrals with necessary experience, knowledge, and skills to effectively support student engagement activities. The position will report to the Director, Student Life to help advance student co-curricular involvement, enhance civic engagement, nurture appreciation of diversity, and ensure due process.

### Essential Duties/Major Responsibilities:

1. Plans, coordinates and evaluates program activities; participates in the formulation, development, and implementation of program policies and procedures for the assigned specialized student service; communicates with instructors, counselors, administrators, other staff, faculty, and outside agencies and community groups/partners to coordinate, implement and evaluate the assigned program and to exchange information.
2. Schedules and/or conducts informal workshops, informational sessions, and program orientations for new or prospective program participants and parents regarding assigned program and services; participates in outreach activities to promote educational opportunities and services available in assigned area; assists in developing program informational materials.
3. Assists in planning student success activities.
4. Provides technical information and expertise to students, instructors, counselors, and others in the assigned program; works with students, counselors, instructors, and other staff to address students needs, barriers to education, personal, and family situations, and their progress within the assigned program; demonstrates and assists students with the use of computer applications, and materials; refers students to tutoring or counseling as needed; advocates for the student to other services

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providers.

5. Contacts and interviews by telephone, or in person, students, parents, faculty, staff, and various outside organizations to assess students need for services and obtain data related to the assigned program for informational, data collection, and report development purposes.
6. Monitors requests for program services; utilizes case management approach; schedules services for assigned classes; schedules students for counseling sessions or interviews; keeps records of schedule changes; collects and processes time sheets from and feedback for individuals and specialists providing services on a contract or hourly basis.
7. Oversees and coordinates the processing of a variety of documents related to the assigned student service area; maintains and creates student files, various records, and other files.
8. 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.
9. Gathers program data and provides reports in a timely manner to the appropriate funding source.
10. Maintains accurate and detailed spreadsheets, complex files, and records, verifies accuracy of information, researches discrepancies, records information, and monitors impact on program funding
11. and budgets; archives and purges files and records in compliance with applicable regulations, policies, and procedures.
12. Answers questions from and provides support services to students and visitors regarding program eligibility, requirements, registration, student records, and other policies and procedures.
13. 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.
14. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
15. 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.
16. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
17. Stays informed on program-related Federal/State laws, rules, regulations, policies, funding requirements, and agencies/ organizations that work with programs participants.
18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

Other Duties:

1. Performs other related duties as assigned.

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### Knowledge Of:

1. Applicable codes, regulations, policies, technical processes, and procedures related to the program to which assigned.
2. Research and reporting methods, techniques, and procedures.
3. Principles and practices of data collection and report preparation.
4. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
5. Computer applications used in the process of assisting students to attain their educational and training goals.
6. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. 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, socio-economic, disabilities, and ethnic groups.

### Skills and Abilities:

1. Perform responsible administrative and technical support work with accuracy, speed, and general supervision.
2. Provide varied and responsible work requiring the use of tact and discretion.
3. Understand the organization and operation of the District, the assigned program, and of outside agencies as necessary to assume assigned responsibilities.
4. Participate in the development of goals, objectives, policies, procedures, and work standards for 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 governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
10. Make accurate mathematical and basic statistical computations.

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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, record keeping, and tracking systems.
13. 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 an Associates degree from a regionally accredited college and two (2) years of experience in providing technical program support at an institute of higher education.

### Equivalencies:

### Preferred Qualifications:

### License(s) & Other Requirements:

### Examination Requirements:

### Working Environment:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives 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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; may be required to operate a motor vehicle to visit

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various District and meeting sites. This is primarily a sedentary office classification although standing in work areas 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Hazards:

Conditions of Employment:

Typing Certificate Requirements:

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](mailto:employment@mtsac.edu).

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:

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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.

### 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

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:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).





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Cancel RTF Policy:

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

To apply, visit [url=https://apptrkr.com/1436131]https://hrjobs.mtsac.edu/postings/7054

**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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