

Student Services Program Specialist I  
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=123620>

Downloaded On: Jul. 19, 2019 12:17am

Posted May 21, 2019, expired Jul. 19, 2019

<b>Job Title</b>	Student Services Program Specialist I
<b>Department</b>	
<b>Institution</b>	Mt. San Antonio College Walnut, California
<b>Date Posted</b>	May 21, 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/1463594">https://apptrkr.com/1463594</a>

**Apply By Email**

**Job Description**

Student Services Program Specialist I

Position Number: 201314984

Department: Counseling and Guidance

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-71

Salary: Steps 1 - 6, \$3,993 - \$5,096 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 05/02/2019

Initial Screening Date: 05/23/2019

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 May 23, 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 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:

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.

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

Basic Function/Overview:

### DEFINITION

Under general supervision, provides a variety of support services for students in various areas to facilitate students' access to education and training; facilitates duties such as testing accommodation, in-classroom scribing, proctoring, furniture accessibility, interpreting and captioning, matriculation, admissions, application, case management, and self-sufficiency services; provides information and assistance to students regarding program eligibility, applications, registration, student records, and admissions; identifies student needs and refers students to other campus or community resources, as appropriate; provides assistance for a variety of assignments related to the administration of program projects and services.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned program director/manager. May receive technical and functional direction from Student Services Program Specialist II. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS

This is the first of two levels in the Student Services Program Specialist class series. Initially under more direct supervision, incumbents with general administrative experience perform more basic duties in support of the assigned program. This class is distinguished from the Student Services Program Specialist II in that the latter performs a broader range and more complex program support and/or a specialized function related to the area of assignment, program, or department.

Essential Duties/Major Responsibilities:

1. Assists with coordinating program activities.
2. Communicates with instructors, counselors, administrators, other staff, faculty, and outside agencies and community groups/partners to obtain and exchange information.
3. Schedules 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.

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4. Provides technical information to students, instructors, counselors, and others in the assigned program; works with students, counselors, instructors, and other staff to address students needs and their progress within the assigned program; advocates for the student to other services providers.
5. Contacts and interviews by telephone, or in person, students, parents, faculty, staff, and various outside organizations to obtain data related to the assigned program for informational, data collection, and report development purposes.
6. Monitors requests and schedules students for program services and keeps records of schedule changes.
7. Processes a variety of documents related to the assigned student service area; maintains various records and files.
8. Inputs into, maintains, and downloads data from a computer database; gathers and compiles pertinent data.
9. Maintains accurate spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
10. Answers questions from and provides support services to students and visitors regarding program eligibility, requirements, registration, student records, and other policies and procedures.
11. Verifies and reviews forms for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
12. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
13. Screens calls and visitors; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to basic complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
14. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
15. Stays informed on program-related Federal/State laws, rules, regulations, policies, funding requirements, and agencies/ organizations that work with programs participants.
16. 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. Applicable codes, regulations, policies, technical processes, and procedures related to the program

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to which assigned.

2. Basic principles and practices of data collection.
3. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
4. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
5. Record keeping principles and procedures.
6. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
7. English usage, spelling, vocabulary, grammar, and punctuation.
8. 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. Perform responsible clerical 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. Summarize and present clerical administrative and technical information and data in an effective manner.
5. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
6. Effectively represent the District in meetings with community groups and individuals.
7. Respond to and effectively prioritize multiple phone calls and other requests for service.
8. Compose and prepare basic correspondence and other written materials independently or from brief instructions.
9. Make accurate mathematical and basic statistical computations.
10. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according

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to established policies and procedures.

17. 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 in a related field and one (1) full-time equivalent year 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, 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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### Hazards:

### Conditions of Employment:



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### 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 the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [employment@mtsac.edu](mailto:employment@mtsac.edu).

DO NOT: include photographs or any demographic 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 \$500 maximum. Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) 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](mailto: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.



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### 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 Vietnam-era 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).

### Cancel RTF Policy:

WE RESERVE THE RIGHT TO RE-OPEN, RE-ADVERTISE, DELAY OR CANCEL FILLING THIS POSITION.

THIS RECRUITMENT MAY BE USED TO FILL FUTURE VACANCIES.

To apply, visit [[url=https://apptrkr.com/1463594](https://apptrkr.com/1463594)]<https://hrjobs.mtsac.edu/postings/7114>

### Contact Information





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

**Contact**

N/A

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