

**Student Services Program Specialist II  
(Restricted/Categorical Funding)  
Mt. San Antonio College**

Direct Link: <https://www.AcademicKeys.com/r?job=144008>

Downloaded On: Sep. 24, 2020 2:15pm

Posted Jul. 7, 2020, set to expire Nov. 3, 2020

<b>Job Title</b>	Student Services Program Specialist II (Restricted/Categorical Funding)
<b>Department</b>	
<b>Institution</b>	Mt. San Antonio College Walnut, California
<b>Date Posted</b>	Jul. 7, 2020
<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/1947734">https://apptrkr.com/1947734</a>

**Apply By Email**

**Job Description**

Student Services Program Specialist II (Restricted/Categorical Funding)

Position Number: 2013141077

Department: ASPIRE

Job Category: Classified Unit A

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.



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Salary Range: A-79

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

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

Open Date: 02/28/2020

Initial Screening Date: 07/13/2020

Open Until Filled: Yes

Application Procedure:

Complete applications submitted by the initial screening deadline of July 13, 2020 will be guaranteed consideration. Complete application packets submitted after the initial screening deadline will continue to be accepted until the position is filled.

Applicants must submit all of the following materials online unless otherwise noted at [\[url=http://hrjobs.mtsac.edu\]](http://hrjobs.mtsac.edu)Mt.SAC Employment Website 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 resume that summarizes educational preparation and professional experience for the position.
4. One (1) letter of recommendation that reflects relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. If applicable, College and/or university transcripts showing the awarded/conferred degree 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:

The College contributes an annual premium up to the family coverage amount for Kaiser Permanente \$15 office visit medical, DeltaCare HMO dental, VSP vision and life insurance plans. Lifetime retirement benefits provided for eligible retirees.



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The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and National Benefit Services.

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

Basic Function/Overview:

#### DEFINITION

Under general supervision, provides a variety of complex technical and support services for students in various specialized areas to facilitate students' access to education and training. Incumbents in this classification may perform specific duties related to the particular program assignment. These may include performing or facilitating 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 wide 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. Exercises no direct supervision over staff. May provide technical and functional direction to support staff and student workers.

#### CLASS CHARACTERISTICS

This is the second of two levels in the Student Services Program Specialist class series capable of performing the full range of services in support of the assigned program, exercising independent judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Student Services Program Specialist I in that incumbents in this position perform 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:

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EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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 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 timesheets 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 and budgets; archives and purges files and records in compliance with applicable regulations, policies, and procedures.
11. Answers questions from and provides support services to students and visitors regarding program eligibility, requirements, registration, student records, and other policies and procedures.

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12. 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.
13. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
14. 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.
15. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
16. Stays informed on program-related Federal/State laws, rules, regulations, policies, funding requirements, and agencies/ organizations that work with programs participants.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Performs other related duties as assigned.

Other Duties:

Knowledge Of:

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.

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Skills and Abilities:

Skills and Abilities to:

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.
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:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

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Equivalent to an Associates degree from a regionally accredited college and two (2) full time equivalent 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, 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:

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

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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.

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=http://www.mtsac.edu/safety/pdf/ASR\_2017.pdf]Mt. SAC Annual Security Report 2017

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.

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: [url=employment@mtsac.edu]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.





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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.

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> Mt. SAC Employment Website 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:



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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/1947734]https://hrjobs.mtsac.edu/postings/7711

**Contact Information**

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

**Contact**

N/A

Mt. San Antonio College

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