

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

Direct Link: <https://www.AcademicKeys.com/r?job=233044>

Downloaded On: May. 9, 2024 12:41am

Posted Mar. 18, 2024, set to expire Jul. 1, 2024

**Job Title** Student Services Program Specialist II  
**Department** El Centro  
**Institution** Mt. San Antonio College  
Walnut, California

**Date Posted** Mar. 18, 2024

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Student Services

**Apply Online Here** <https://apptrkr.com/5107900>

**Apply By Email**

**Job Description**

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**Student Services Program Specialist II**

**Position Number:** CM-139-2024

**Department:** El Centro

**Job Category:**

**Time (Percent Time):**

**Term (months/year):**

**Current Work Schedule (days, hours):** Monday-Friday 8:00AM-5:00PM

**Salary Range:** A-79

**Salary:** A-79Steps 1 - 6: \$5,205 - \$6,643 monthly

**Shift Differential:**

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Shift differential eligibility based on the current collective bargaining agreement.

**Open Date:** 03/14/2024

**Initial Screening Date:** 04/08/2024

**Open Until Filled:** Yes

**Application Procedure:**

**First Review of Applications:** Complete application packets will be accepted until the position is filled; however, **applications submitted by 11:59 p.m. (PT) on the above listed Initial Screening Date are assured consideration.**

Applicants must submit all of the following materials online, unless otherwise noted, at 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. 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.
5. Optional - Three letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation). Confidential letters of recommendation are not allowed for this position.

**Health & Welfare:**

- Mt. San Antonio College offers a competitive and excellent benefits package providing medical, dental, and vision benefits to **eligible employees** and their dependents. Lifetime supplemental medical benefits are also available for eligible retirees.
- The College contributes an annual premium up to the family coverage amount equivalent to Kaiser Permanente \$15 office visit medical, DeltaCare HMO dental, VSP vision and life insurance plans for eligible employees.

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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: The District does not cover Medicare expenses. Please visit the [Mt. San Antonio College Benefits Website](#) for further information. Salary and Health & Welfare Benefits are subject to change based on the Collective Bargaining Agreement.

### **Basic Function/Overview:**

**OVERVIEW:** El Centro, The Center for Latinidad, provides collaborative programming at Mt. SAC and the surrounding community. We honor, celebrate, and explore the diverse cultures and roots within Latinidad. We serve to support and assist students, faculty, staff, and the community in gaining a sense of cultural wealth. Our center also provides a relaxed study and networking space to promote connections and academic support. This position will report to the Director, El Centro, and assist in developing, planning and executing various support services, workshops, events, activities, and additional programming needs on- and off-campus. This position is student facing and will assist in keeping and maintaining the El Centro space operational and staffed.

**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 & EXERCISED:** Receives general supervision from the assigned managerial personnel. 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

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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:**

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. 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.
4. 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.
5. 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.
6. 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.

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7. 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.
8. Gathers program data and provides reports in a timely manner to the appropriate funding source.
9. 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.
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 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.
12. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents; 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 complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.

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17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.

18. Prepares and delivers oral presentations related to assigned areas as required.

19. Performs other related or lower classification duties as assigned.

**Other Duties:**

**Knowledge Of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable codes, regulations, policies, technical processes, and procedures related to the program to which assigned.
3. Research and reporting methods, techniques, and procedures.
4. Principles and practices of data collection and report preparation.
5. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
6. Computer applications used in the process of assisting students to attain their educational and training goals.
7. Modern office practices, methods, and computer equipment and applications related to the work.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

**Skills and Abilities:**

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1. Advocate for and communicate the Colleges vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform responsible administrative and technical support work with accuracy, speed, and general supervision.
5. Provide varied and responsible work requiring the use of tact and discretion.
6. Understand the organization and operation of the College, the assigned program, and of outside agencies as necessary to assume assigned responsibilities.
7. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
8. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
9. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
10. Effectively represent the College in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
11. Make accurate mathematical and basic statistical computations.
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. Use English effectively to communicate in person, over the telephone, and in writing.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

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16. Review situations accurately and determine appropriate course of action using judgment according 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:**

1. Equivalent to an Associates degree from a regionally accredited college; and
2. Two (2) full time equivalent years of experience in providing technical program support for a program.

**Equivalencies:**

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 is listed in the Minimum Qualifications section.

**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



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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:**

**The person holding this position is required to be present on Mt. San Antonio Colleges campus to perform all essential duties and responsibilities.**

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.

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: [Mt. SAC Annual Security Report](#).

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:**

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: [employment@mtsac.edu](mailto:employment@mtsac.edu).

**DO NOT**

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include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

**LONG DISTANCE TRAVEL FOR INTERVIEWS:** Should you be invited to an interview, please contact our office to discuss an accommodation option if attending the interview would require you to travel in excess of 150 miles one way from your residence.

THE MT. SAN ANTONIO COLLEGE DISTRICT WILL NOT SPONSOR ANY VISA APPLICATIONS.

**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. Accredited evaluation agencies can be found on the [National Association of Credential Evaluation Services Website](#).

**Inquiries/Contact:**

Human Resources

1100 N. Grand Avenue, Walnut, CA 91789-1399

Phone: (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 [Mt. SAC Employment Website](#) to complete and submit your application for this position.

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**EEO Policy:**

**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:**

To apply, visit <https://hrjobs.mtsac.edu/postings/11431>

**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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