

# **Desert Community College District**

## **Program Specialist, Student Success and Outreach**

### **Basic Function**

Perform a wide variety of specialized administrative functions in support of student success and outreach programs; evaluate and verify student eligibility for the programs; coordinate communication and meetings, prepare and disseminate information concerning student success and outreach programs; work with a considerable degree of independence.

### **Supervision Received**

Receives general supervision from the assigned Student Success & Outreach Administrator.

### **Examples of Typical Job Functions**

1. Perform a variety of administrative functions (including, but not limited to, taking and transcribing minutes of meetings), involving the use of independent judgment and an understanding of departmental functions and procedures and federal, state, and District guidelines.
2. Maintain accurate records of student progress and attendance for reporting purposes; Maintain various students files and databases as assigned.
3. Distribute and monitor Early Alert notifications each semester; perform queries to determine eligibility.
4. Disseminate information regarding student success & outreach programs and services in person, by telephone, via email, or video conferencing to students, staff, faculty, administrators, the public, and other constituent groups.
5. Organize an efficient filing system, review documents, records and forms for accuracy, completeness and conformance to applicable rules

- and regulations; compose routine correspondence independently or from oral instructions.
6. Coordinate general office operations; order supplies and maintain supply inventory. Obtain necessary supplies for meetings and other activities.
  7. Research, analyze, and prepare information on a variety of topics for department as requested.
  8. Prepare a variety of correspondence, memoranda, reports and other materials; assist in the preparation and revision of assigned budgets application and office procedural manual; make travel arrangements.
  9. Create requisitions and maintain records of expenditures; assist with creating the budget; monitor budget expenditures and transfers, and maintaining financial records as assigned; maintain current account balances as assigned.
  10. Coordinate, schedule and meetings, conferences, events workshops, and presentations for departmental staff, students, and other constituent groups.
  11. Maintain and update webpages; add and/or remove links. Edit content on webpage when changes occur as necessary. Develop print, digital, and electronic promotional and information media and materials. Ensure accessibility of webpages, media, and materials.
  12. Receive, open, and distribute mail; receive visitors, answer telephone calls and refer to appropriate staff members or departments.
  13. Operate a variety of office equipment; related software programs, including, but not limited to, student and employee software system, video meeting/conferencing software, scheduling software, word processing, spreadsheets, and email.
  14. Attend a variety of meetings and record notes as assigned.
  15. Organize reception/office area efficiently and for accessibility to assure

students' needs are met.

16. Participate in training related to responsibilities, including, but not limited to, professional development activities, conferences, workshops, trainings, and webinars.
17. Performs other related duties as assigned.

## **Qualifications**

### **Knowledge of:**

1. Requirements, goals, and objectives of student success & outreach programs.
2. Operations, procedures and methods of office to which assigned.
3. Record-keeping techniques and alpha and numeric filing systems; budgetary, accounting and record keeping methods and procedures.
4. Correct English usage, grammar, spelling, punctuation and vocabulary.
5. Interpersonal skills using tact, patience and courtesy; receptionist and telephone techniques.

### **Ability to**

1. Assemble diverse data for the preparation of reports; maintain complex and varied files and records; type at 45 words net per minute from clear copy.
2. Interpret and apply specific rules, policies and procedures of the department or function to which assigned.
3. Maintain current knowledge of student success and outreach programs and services, including related software, regulations, procedures, and processes.
4. Operate a variety of office machines and equipment, including computer and applicable software, spreadsheets, databases, email and other related programs, calculator, copier and other equipment.

5. Establish and maintain cooperative and effective working relationships with others; interact with individuals from diverse cultures and backgrounds.
6. Meet schedules and time lines.
7. Provide quality customer service to students, staff, and faculty.
8. Problem solves effectively.
9. May provide lead direction short-term staff and/or student workers.
10. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability and ethnic backgrounds of students, staff and the community.

### **Education and Experience**

Associates Degree and three (3) years of increasingly responsible experience in student services or a related program, including as least two (2) years of experience involving substantial public contact serving a diverse clientele; or an equivalent combination of education, training, and/or experience.

### **Physical Demands**

Bend at the waist, kneel or crouch to file materials; sit or stand for extended periods of time.

### **Working Conditions**

Office, outdoor, and classroom environment. Frequent interruptions.  
Requires some evening and weekend work.

### **Employment Status**

Classified Bargaining Unit  
Range 9

Board Approved: 8/19/2022