

## **STUDENT SUPPORT SPECIALIST-BILINGUAL/ OFF CAMPUS**

### **BASIC FUNCTION**

Under the direction of the Director of Educational Centers, perform a wide variety of secretarial and clerical duties in support of an assigned department or function; and possess the ability to communicate orally and in writing in English and Spanish.

### **DISTINGUISHING CHARACTERISTICS**

The Student Support Specialist-Bilingual provides support to a Coordinator, Director or other supervisor of a small program or function. The Student Support Specialist-Bilingual possesses the ability to communicate orally and in writing in English and Spanish. Due to the high volume of students and public in the area of assignment whose primary language is Spanish, a work related requirement of bilingual English/Spanish is necessary in order to successfully perform the job duties. Knowledge of a wide range of student support services functions are critical to the functioning of this position.

### **REPRESENTATIVE DUTIES**

1. Perform secretarial duties and assist the supervisor with a variety of clerical, secretarial and administrative duties; facilitate communications and coordinate activities between the supervisor, staff, public and other personnel; establish and maintain positive staff and public relations.
2. Review documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions; compile data for reports as requested.
3. Communicate information in English and Spanish in person or by telephone where judgment, knowledge and interpretation of policies and regulations are necessary.
4. Receive, open and distribute mail; receive visitors, answer telephone calls and refer to appropriate staff members.
5. Type a variety of memoranda, reports and other materials.
6. Arrange and schedule a variety of meetings, appointments and conferences; prepare materials for meetings as assigned.
7. Train, assign and review the work of other employees or student assistants.
8. Operate a variety of office machines and equipment including a computer and related software applications, typewriter, copier, calculator and other equipment.
9. Maintain office files and prepare and type reports as necessary.
10. Attend a variety of meetings and record notes as assigned.
11. Oversee and provide admission, registration and enrollment support for a variety of special programs; coordinate the processing and reviewing of admissions applications and other related documents; review for completeness, accuracy and compliance to state and federal standards; work confidentially with student records.
12. Communicate in person or on the telephone with students, faculty, staff and the public to explain and assist with fees, student records, enrollment, and registration procedures; and notify students of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures.
13. Understand and provide assistance with requests for registration, enrollment, adds, drops, grade changes, incompletes, repeat courses, and exceptions to assure completeness and compliance to District and state guidelines, policies, procedures, regulations, and laws; grant and document when appropriate; coordinate and disseminate.
14. Train and assist faculty and staff in the operation of the system and equipment; resolve enrollment, grading and attendance problems. Monitor and research positive attendance reporting; prepare and disseminate overdue notices and a schedule of reporting dates according to established procedures. Analyze, research and resolve questions or concerns related to students on roster, added or dropped classes or other related issues.
15. Operate a variety of office machines including a computer and related software. Utilize document imaging equipment for applications, registration forms and a variety of support documentation.
16. Assist in the selection and training of staff and others; provide work direction and guidance.

17. Serve as receptionist of the Financial Aid Office, greeting visitors and answering the telephone; provide information regarding financial aid and related programs to students and staff; assist in the proper completion of forms.
18. Provide information regarding the Higher One account information.
19. Assist in the placement process; register students for assigned programs and receive and process fees as assigned; establish, organize and maintain student records and files including attendance records.
20. Review documents for accuracy, completeness and conformance to established procedures and standards.
21. Provide detailed information and make appropriate referrals to current and in-coming students regarding College regulations, admissions, matriculation procedures, financial aid, residency requirements, and student support services available on campus and in the community.
22. Assist students in completing college applications, including admissions and financial aid. Provide general information to students and community members regarding college programs and services, academic majors, certificate programs, two- and four-year degree programs, and financial aid and scholarship opportunities.
23. Assist in designing, preparing, and distributing promotional materials; including using computer graphics software and maintaining Web pages and social networking sites.

### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Operations, procedures and methods of office to which assigned; modern office practices, procedures and equipment; applicable computer software programs including word processing, spreadsheets, databases, and email; record-keeping techniques and alpha and numeric filing systems; correct English and Spanish usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy; receptionist and telephone techniques.

**Ability to:** Perform a wide variety of secretarial and clerical duties in support of an assigned department to function; 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; interpret and apply specific rules, policies and procedures of the department or function to which assigned; operate a variety of office machines and equipment, including typewriter, computer and applicable software including word processing, spreadsheets, databases, email and other related programs, calculator, copier and other equipment; establish and maintain cooperative and effective working relationships with others; communicate effectively both orally and in writing in English and Spanish to exchange information in person and on the telephone; meet schedules and time lines; prepare and type reports, correspondence and related materials; bend at the waist, kneel or crouch to file materials; sit or stand for extended periods of time.

**OPTIONAL ABILITY:** Bilingual English/ Spanish

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two (2) years of varied and increasingly responsible secretarial or clerical experience.

### **WORKING CONDITIONS:**

Environment: On site required. Office environment. Constant interruptions.

### **EMPLOYMENT STATUS:**

Bargaining Unit Position

Range 9

Approved: 06/19/14