

Position: Student Success Specialist	Position Number:
Department/Site: Academic Affairs	FLSA: Non-Exempt (Classified CSEA)
Reports to: Academic Dean or Director	Salary Range: 34

DESCRIPTION:

Under the direction of an assigned academic director or dean, serve as a specialist informing students about a full range of academic and student support by major/interest area. Working with other team members across the district, complete a variety of specialized duties that include: assist in retention/completion efforts; provide information regarding certificates, graduation, transfer and major requirements; inform on careers and preparation necessary for achieving career goals; and perform other related duties.

REPRESENTATIVE DUTIES: E = indicates essential duties of the position

The following is a list of duties that are representative of the position and include, but are not limited to, the following:

- Facilitates assisting students through Program Maps and Meta Major exploration, provides information to groups of students and/or parents regarding: campus resources, technology services, clubs, policies and procedures, support services, and technology services. (E)
- Assists in the retention and completion success of currently enrolled students. (E)
- Provides accurate and current information to students regarding requirements of state college and universities, university system campuses, and private institutions. (E)
- Provide information and collaborate with college support programs, including the Early Support Program.
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- Develops information campaigns/website updates and email/text messages to direct students towards deadlines and steps towards completion. (E)
- May provide work direction to student workers.
- Attends, staff, and instructional meetings as needed.
- Maintains current knowledge of program regulations and requirements.
- Performs a variety of general clerical duties and responsibilities.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Transfer process, college policies, procedures and resources.
- Program and degree requirements.
- Laws, rules and regulations related to assigned activities.
- Student support services programs.
- Operation of a computer and assigned software.
- Adult learner resources and support strategies.
- Career and personality tests available to students as a resource tool.
- Interpersonal skills including tact patience and courtesy.
- Record-keeping techniques.
- Oral and written communication skills.

Skills and Abilities to:

- Understand the transfer requirements of the UC, CSU, and private institutions.
Learn and explain community college curriculum, placement procedures,

