



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Student Services Specialist	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	35	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Dean of Enrollment or Designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To perform a variety of highly responsible and technical duties involved in student financial aid, admissions, as well as other student support services. To assist all students with matriculation, financial aid, scholarships, veteran's affairs, assessment, Career/Transfer, EOPS, PACE and other student support services processes from start to finish. Processes student services transactions; maintains students records while complying with FERPA; provides technical assistance and information to students, staff, and the public regarding college services, policies and procedures. To plan, organize, and implement outreach events; and to maintain and update student services records and reports as assigned. Employees in this classification receive very limited supervision within a framework of standard policies and procedures and may direct, train, oversee, and monitor the work of student assistants, work study employees, and temporary employees as needed. This job class requires a proficient knowledge of various student services programs and eligibility requirements as well as organizational, problem solving, and record keeping skills and requirements.

TYPICAL DUTIES

- Plans, organizes, and implements student services campus and outreach activities and operations.
- Identifies, monitors and coordinates student services requests and needs for data processing services.
- Assists in planning and evaluating student services computer applications.
- Collects and processes student services applications as prescribed by the college, state, and federal guidelines.
- Reviews and analyzes student services applications and determines eligibility.
- Processes student requests and inquiries in a timely manner, such as but not limited to: enrollment verification, transcripts, financial statements, award letters,

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and consortium agreements.

- Reviews and evaluates student services applications and student records seeking graduation requirements, student support program services, and/or financial aid ensuring that appropriate requirements are met.
- Awards and issues student support program assistance, degrees, and/or financial aid packages following all federal and state regulations, as well as local policies and procedures.
- Determines and notifies students of status and eligibility for programs such as, but not limited to: financial aid, veterans' benefits, scholarships, admissions, academic standing, residency, athletics, fees/refunds, international students and/or EOPS/PACE.
- Monitors, interprets and applies all federal and state regulations pertaining to student services programs.
- Monitors, checks, and evaluates student progress for continued eligibility in student services programs.
- Disseminates information related to student services programs; assists prospective students in completing applications ensuring that all necessary information is obtained.
- Advises students regarding money management and their responsibilities as it pertains to student success, financial aid and EOPS.
- Utilizes and links computer software to program processes following established IT procedures.
- Establishes, maintains, and updates confidential student files following policies and procedures.
- Bookkeeping, maintains accurate accounts and ledgers for all financial transactions on student accounts.
- Cash receipts checks and initiates payment to third parties and students. Works closely with the Business Office to assist with account reconciliation.
- Performs a variety of calculations and recalculations related, but not limited, to financial aid and eligibility determination.
- Performs a variety of clerical support duties involving typing, filing and maintaining records or reports in support of various student services programs.
- Notifies release dates of any refunds and/or awards issued to students.
- Collects and prepares for federal work study payroll processing; maintains individual accounts for each student and coordinates federal work study activities with all offices involved.
- Assists in compiling statistical data for use in the preparation of local, state and federal reports.
- Works with and monitors third parties that the District has entered into agreements with on a case by case basis.
- Assists in the development and review of the budget, eligibility compliance, and access for programs such as EOPS.
- Participates on college committees as assigned.

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- Assists in the development of forms necessary for the operation of student services programs.
- Compiles and maintains a waitlist for specific student services programs.
- Plans, coordinates, and presents at student services outreach events.
- Assigns, trains and oversees the work of short-term and student employees.
- Works collaboratively with all student services departments and offers support as needed in other offices.
- Operates a variety of office equipment to perform assigned activities such as a personal computer and applicable software, calculator, copier and others.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS*Knowledge of:*

- Data processing applications pertaining to computerized student services functions.
- District, state and federal policies and regulations related to student services operations.
- Rules, regulations, and interpretations for determining student eligibility for all state, federal, and local student services programs.
- College, community agencies, services, and resources available to students.
- Effective customer service techniques in person and over-the-phone.
- Effective communication techniques including speaking in front of large groups.
- Office methods, practices, and procedures including information systems and electronic data processing.

Ability to:

- Assume responsibility for carrying out general policies without immediate supervision.
- Communicate effectively in both oral and written form.
- Operate modern office equipment including automated systems.
- Work within exacting timelines and deadlines.
- Quickly identify problem areas or situations, isolate problem causes, and take appropriate action to resolve problems identified.
- Interpret state, federal, and local regulations and requirements related to student services programs and apply them with good judgment in practical situations.
- Organize, prioritize, and process assigned workload and tasks within stringent time lines.
- Perform mathematical calculations quickly and accurately.

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- Effectively work under pressure.
- Flexibility in supporting various student services offices as needed.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socio-economic, cultural, ethnic, and disability backgrounds.

EXPERIENCE/EDUCATION:

- Three years of increasingly responsible experience in student services, preferably in a position requiring the exercise of independent judgment and decision making; experience in customer service, and bookkeeping and/or accounting preferred.
- At least two years of college or equivalent; AA Degree preferred.
- Directly related practical experience may be substituted for education.

APPROVALS

Date Created/Revised:	2/2018
Cabinet Reviewed:	2/2018
Board Approved:	4/11/2018

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)