



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

<b>POSITION TITLE:</b>	Student Success Facilitator	
<b>JOB CLASSIFICATION:</b>	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
<b>RANGE:</b>	26	
<b>HOURS PER DAY:</b>	Up to 8	
<b>HOURS PER WEEK:</b>	Up to 40	
<b>MONTHS PER YEAR:</b>	Up to 12	
<b>REPORTS TO:</b>	As Assigned	

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

The Student Success Facilitator assists with a variety of general clerical and support activities to improve student success and provides services designed to improve retention, completion, graduation and/or transfer rates. This job class exercises responsibility for providing general assistance to include typing, filing, receptionist, record keeping, and other office support functions. Support duties also include the dissemination, collection, review, verification and assistance with processing of information and applications. Positions in this job class may be assigned to work in various departments within the Student Services Division. Prioritizing and monitoring the work of temporary staff and student assistants may also be required. This job class receives general supervision within a framework of standard policies and procedures and functions at a journey level. This position requires the successful accomplishment of a variety of tasks by processing details from the initiation of a relevant procedure to its completion. Excellent organization and communication skills are required.

**TYPICAL DUTIES**

*Essential Functions:*

- Provides student success support services to students and potential students of the college including, but not limited to, assistance with orientation, assessment, registration, catalog, schedule and website interpretation, transfer information, financial aid and connections to student activities, follow-up and outreach services.
- Serves as receptionist, receiving and responding to students, faculty, administrators, and the general public; answers telephones, takes messages, refers callers to appropriate staff.
- Performs a variety of general clerical and office support functions in support of assigned Enrollment Services programs and operations.
- Types/inputs, checks, verifies, compiles, and records a variety of data and information.
- Types/ word processes a variety of material such as interoffice communications, forms, letters, reports, statistics, etc. from rough draft, verbal instruction, or own composition.

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- Assists with follow-up of students who have been notified through the Early Alert system for excessive absences, unsatisfactory grades, etc; contacts students who have been notified through the Early Alert system.
- Contact and connect prospective and continuing students with student support resources designed to sustain their success.
- Receives transcript requests.
- Retrieves and updates student records as requested.
- Receives and routes permanent student records and files related to registration or financial aid.
- Schedules counseling appointments, placement tests, and/or orientation sessions for students and prospective students.
- Provides information and answers inquiries from students, potential students, staff and the general public regarding Enrollment Services policies, procedures, standards, and requirements; explains functions and use of available information.
- Assists students with orientation programs.
- Disseminates information to students and community members at student success events, workshops, and/or in the student success lab.
- Assists students in applying for financial aid programs; provides accurate information regarding financial aid programs, furnishes required forms and assists students in completing them.
- Prepares, reviews, and assists in processing financial aid applications and forms ensuring that all necessary data and information is obtained.
- Assists students with registration and the maintenance of degree plans.
- Assists students with transfer processes.
- Assists students and staff in the completion of forms and the use of computerized information systems and other tools as appropriate to this assignment.
- Receives and accounts for various payments/fees related to assigned functions.
- Prepares routine correspondence, documents and/or reports from data compiled and records kept as they relate to assigned program area(s).
- Establishes, maintains, and updates a variety of records, logs, and filing systems pertaining to assigned area(s) of responsibility.
- Assists in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of needed information; may design banner flyers using computerized programs; checks and evaluates student progress.
- Assists other support staff with assigned functions as needed.
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees.
- Performs other related duties similar to the above in scope and function as required.

**EMPLOYMENT STANDARDS***Knowledge of:*

- Proper office methods, practices, and procedures including information systems, electronic data processing and telephone techniques;

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- Business English including proper usage, grammar, punctuation, and spelling;
- Basic data processing applications such as word processing and databases.

*Ability to:*

- Learn the operations, procedures, policies, rules, regulations, interpretations and requirements of assigned area(s) and apply them with good judgment in a variety of procedural situations;
- Learn, interpret, and successfully apply federal, state, and district rules, procedures, and policies with good judgment while independently carrying out a variety of procedures;
- Learn the rules, regulations, and interpretations for PELL, CWS, SEOG, FDSL, EOPS and other state/federal financial aid and scholarship programs;
- Understand and carry out a variety of oral and written instructions independently;
- Perform mathematical calculations accurately;
- Plan, organize, and prioritize work so as to meet exacting time limits and deadlines;
- Effectively work under pressure;
- Analyze situations and take appropriate action regarding routine procedural matters without immediate supervision;
- Accurately type at a rate required for successful job performance;
- Operate a variety of standard office machines and equipment including typewriter, calculator, copier, personal computer, and printers;
- Effectively use designated office computer software programs to support work activities as appropriate to assignment;
- Effectively and tactfully communicate in both oral and written form with students, staff, faculty, and the general public in a proactive and courteous manner;
- Demonstrate a strong work ethic and a passion for excellence with respect to customer service;
- Establish and maintain effective working relationships with prospective students, faculty, staff and the public and a commitment to a team approach.

**QUALIFICATIONS***Education Required:*

- Two years of college or equivalent experience which may be substituted on a year-for-year basis.

*Experience Preferred:*

- Bilingual.
- One year of office experience; experience in a college setting.

**APPROVALS**

Date Created/Revised:	03-06-15
Cabinet Reviewed:	03-17-15
Board Approved:	04-15-15

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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)