

STUDENT SERVICES SITE SPECIALIST
(Bargaining Unit Position)
(Range 28)

DEFINITION

Under general direction of the area supervisor, provide specialized and technical assistance to students, staff and others related to the admissions, records, instructional programs and other services provided by a San Luis Obispo Community College District instructional site; oversee and coordinate the day-to-day activities of student support services for the instructional site; train and provide day-to-day work direction and guidance to assigned staff.

DISTINGUISHING CHARACTERISTICS

The Student Services Site Specialist position is distinguished from other positions in the Student Services Support series by the requirement for implementing, coordinating, and overseeing general student support services activities at a specific instructional site.

ESSENTIAL FUNCTIONS

- Provide specialized and technical assistance to students, staff and others related to student services, instructional programs and other services provided by San Luis Obispo Community College District instructional sites;
- Oversee and coordinate the day-to-day activities of student support services for the site;
- Train and provide work direction and technical assistance to assigned student and other staff in student support service areas (e.g., counseling, financial aid, health center, career development);
- Provide admissions information and assist students and staff in the admissions process;
- Serve as the Student Services Liaison between San Luis Obispo Campus and assigned instructional site and attend related meetings as needed;
- Implement the registration process and account for registration fees (according to established procedures);
- Enter and modify student data and research student information in the student database as needed;
- Perform cashiering functions;
- Schedule student appointments for service provider and maintain calendars;
- Serve as a resource to students regarding public safety matters; report safety concerns;
- Implement ESL orientation, testing and registration with ESL Facilitator;
- Schedule Associated Students of Cuesta College (ASCC) instructional site office hours, and related activities (e.g., legal counseling);
- Serve as liaison between San Luis Obispo campus and assigned instructional site for additional instructional programs (e.g., Cal Works Work Experience);
- Serve on committees as assigned;
- Assist in the implementation of student recognition activities;
- Assist in the implementation of student outreach and marketing activities;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Perform other related duties as required.

Duties may require the physical ability to:

- see for the purpose of reading laws and codes, rules and policies, and other printed matter;
- hear and understand speech at normal levels;
- speak so that others will be able to understand a normal in-person and telephone conversation;
- sit or stand for extended periods of time;
- lift and/or carry 25 pounds;
- exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

DESIRABLE QUALIFICATIONS

Education:

Associate's degree or equivalent preferred.

Experience:

Three years experience in a student services or public services environment involving frequent public contact.

Knowledge of:

- District policies and requirements related to student services and related services provided by the District;
- Associates degree and certification requirements, CSU and UC transfer requirements;
- Disabled Students Programs and Services accommodations and test proctoring policies;
- Modern office procedures, methods and equipment;
- Operation of a computer and related peripheral equipment;
- District student account and refund policies;
- Record-keeping techniques;
- Interpersonal skills using tact, patience and courtesy;
- Principles of training and providing work direction;
- Specialized functions, activities and operations of the admissions and records office;
- Telephone techniques and etiquette;
- Basic math;
- Computer programs necessary for record keeping and databases;
- Correct English usage: grammar, spelling, vocabulary and punctuation.

CCCUE Approval: See note below*
Board of Trustees Approval: See note below*

***NOTE:**

This job description was negotiated and ultimately approved as a result of the grievance process after a reclassification. This description and salary range was approved prior to the existing standard process of including a written sign-off and date of approval from the Board of Trustee approval date and CCCUE.

This position went through the former reclassification process used by the District, in which the person in the position was reclassified on July 1, 2000 from Student Services Assistant, Range 24 to Student Services Site Specialist, Range 27. (Through Benchmark Salary Surveys negotiated with CCCUE, the position is now at Range 28.)

The District negotiated salary recommendations with CCCUE.

The job description was drafted and recommended by a consultant then reviewed by CCCUE.

On or about January 16, 2001, CCCUE filed a grievance alleging that the incumbent performs duties consistent with other "specialist" duties and should be paid consistently, noting that "specialists" are paid at ranges from 26 to 33 on the classified bargaining unit salary schedule.

Pursuant to the District-CCCUE Agreement, a conciliation (mediation) session was held on March 27, 2001, in an attempt to resolve the CCCUE grievance.

The mediator requested that the District finalize the job description and provide a rationale for the difference in salary levels for the "specialist" position. The District complied and provided both to CCCUE.

A second conciliation session was scheduled on May 3, 2001. The end result was an agreement between the District and CCCUE (in conciliation) to upgrade the salary, and that resolved the dispute and settled the negotiations. Subsequently, the position was upgraded, as part of negotiation in benchmark process, to the current range of 28. Therefore, the exact dates of CCCUE and Board of Trustees approval are not listed, as this description and salary range were negotiated and agreed to outside of the current standard process, but this is a true and correct description agreed upon by the parties as a result of the process described above.