



# COLLEGE of the CANYONS

## SANTA CLARITA COMMUNITY COLLEGE DISTRICT

*announces an employment opportunity for*

This position is a high priority for our District for the 2016-2017 year and is contingent upon continued available district, grant and state funding.

Position Number: **Student Services Specialist III (Front Office and Admissions)**  
CLA16-203

### **International Services & Programs (ISP)**

**A Full-Time Classified Represented Position**

**Review Date: January 23, 2017**

#### **POSITION DESCRIPTION:**

Reports to and under the supervision of the Assistant Director of International Services & Programs, performs a wide variety of duties related to coordinating international student applications and the day-to-day operations of the International Services and Programs office (ISP). Serves as the department's first point of contact to students, staff, and the community. Provides office support and performs other related duties as assigned.

#### **ESSENTIAL DUTIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Understands, interprets, and applies college and state regulations, mandates, rules, and operational procedures.
2. Applies knowledge of modern office practices and equipment including expert use of computers for word processing, spreadsheets, databases, record management, and filing systems; performs computer-input tasks relative to the operation of the department.
3. Maintains current knowledge of college academic programs and requirements as well as College and U.S. immigration rules and regulations and ISP compliance processes.
4. Responds to all inquiries regarding ISP programs and international student admission processes and requirements.
5. Assembles international student applications in preparation for I-20 issuance.
6. Tracks and follows up on international student inquiries and applications, as well as provides weekly updates to the Office's management team.
7. Serves as clerical support and directs office correspondence as appropriate; answers and redirects inquires. Maintains ISP Office files.
8. Assists in the maintenance of a calendar of ISP Department activities. Schedules appointments using College software and databases.
9. Assists with the outreach and recruitment efforts of the College, including coordinating ISP special and periodic events.
10. Serves as administrative support to the Director and the Assistant Director. Records, prepares, and disperses minutes for ISP meetings.
11. Assists in preparing travel documents and forms including accommodations, travel advances, and requests for reimbursements.
12. Maintains and updates office bulletin boards designated for international students and other ISP related matters.
13. Refers students to appropriate campus resources for needs outside the scope of ISP's roles.
14. Supports Homeland Security compliance by properly monitoring the status of international students relevant to established College, state, and federal regulations.



15. Keeps inventory of office supplies and assists with maintaining and ordering office supplies.
16. Assists in maintaining Department website and Facebook page and other social media accounts; recommends updates when necessary, and makes changes when directed.
17. Assists with monitoring task progress assigned to college assistants, volunteers, and temporary employees working in the front office.
18. Maintains a professional look of the ISP Office.
19. Maintains confidentiality of student records, as well as office and staff correspondence.
20. Performs other related duties as assigned.

#### **DEMONSTRATED KNOWLEDGE AND ABILITIES:**

*Position requires ability of:*

- Learn, interpret, and apply legal mandates, policies, regulations, and guidelines and operational procedure.
- Follows established ISP guidelines and timelines with diligence.
- Apply knowledge of modern office practices and equipment including automated word processing, record management and filing systems.
- Provide information and service in a manner that maximizes student success.
- Assume responsibility for routine clerical detail.
- Communicate clearly, accurately, and effectively in oral and written form.
- Type with accuracy and speed using word processing, spreadsheets, database management and other computer software programs.
- Perform duties working independently with speed and accuracy.
- Ability to adapt to changing student and procedural requirements.
- Work independently with minimum supervision.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Establish and maintain comprehensive and accurate files and records, prepare concise and complete reports as required.
- Work effectively and demonstrate current knowledge of computers and other forms of advanced technology utilized in providing high quality services.
- Maintain confidentiality of office and student information.
- Work effectively with students, staff, and the community using tact and patience.
- Understand and carry out oral and written directions.
- Work effectively and demonstrate current knowledge of computers, database management, and other forms of advanced technology utilized in providing high quality services.
- Understand or have the ability to learn other College functions and help students to work effectively with these functions.
- Have the ability to learn College and U.S. immigration rules and regulations and ISP compliance processes.

- Establish and maintain cooperative working relationships with students, staff, and others in connection with scope of work.
- Role model appropriate action and behavior while working with, and in the presence of, students.
- Serve as liaison between the department, students, other college departments and the community.
- Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff and community.
- Portrays a professional attitude, dress, and grooming in accordance with normal business office standards.
- Ability to cross train on critical department tasks.

#### **MINIMUM REQUIREMENTS:**

##### **Experience:**

Two (2) years full-time equivalent experience working in educational institutions or community agencies, or comparable experience working with the public is required.

##### **Education:**

Equivalent to an Associate's degree (60 semester units) from an accredited college or university.

#### **SALARY PLACEMENT:**

**Salary placement** will be on **Range 20** of Classified Represented Salary Schedule B (**\$3,599 - \$5,602 per month**). Initial salary step placement for new employees is customarily at step 1, 2, or 3 (**\$3,599 / \$3,816 / \$4,029 per month**) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.

**Probationary period** for new Classified employees is one year. **Work year** is 12 calendar months. The **normal workweek** for this position is **40** hours. Paid holiday, discretionary, and sick time are provided. Ten vacation days accrue during the first year of employment. **A regular work schedule will be assigned, with the ability to occasionally work a flexible schedule as needed.** A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.

#### **PHYSICAL CHARACTERISTICS**

Position requires sitting and viewing a computer monitor for extended periods of time plus frequent periods of standing and walking, which may include climbing staircases; dexterity of hands and fingers to operate a computer keyboard and related equipment; stooping, kneeling, crouching, crawling, twisting/turning, bending at the waist, and reaching in awkward positions; frequently exerting 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed material and computer monitor; handling and working with various materials and objects; intermittent exposure to impatient, angry and/or verbally aggressive individuals; and travel from site-to-site.

#### **DISTRICT CLASSIFIED EMPLOYEE BENEFITS:**

Full-time employees are provided with a diversified program that includes medical, dental and vision insurance including dependent coverage, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development opportunities are provided to all employees. Educational incentive is available to eligible Classified Represented and Confidential employees.

**RETIREMENT:** Classified employees contribute to the Public Employees' Retirement System (PERS), a defined benefit retirement plan through the State of California. Various additional benefit options are available to retired employees.

#### **CONDITIONS OF EMPLOYMENT:**

Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.

Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.

Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.

Board of Trustees approval.

Official, sealed transcripts are required upon offer of employment.

#### **EQUAL EMPLOYMENT OPPORTUNITY:**

The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

#### **ABOUT THE DISTRICT:**

Innovative. Collaborative. Entrepreneurial. These characteristics define not only College of the Canyons, but the faculty, staff, and administrators who make this college one of the most unique among California's 113 community colleges.

College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

The college has served the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County since 1969. Visionary leadership combined with a steady infusion of new residents and businesses create a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college's designation as a Hispanic Serving Institution.

The college's influence in the community is reflected by the dozens of collaborative partnerships it has forged with school districts, regional government entities, and service organizations. Thousands of children visit the college's Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to connect job seekers with employers. And, Academy of the Canyons, an early/middle college high school ranked in the top 10 percent of high schools in the nation, operates on the Valencia campus in partnership with the William S. Hart Union High School District

With campuses in Valencia and Canyon Country, College of the Canyons offers 83 degree and 68 certificate programs, more than twice the number offered 10 years ago. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center at the Valencia campus offers 30 bachelor's and master's degree programs, as well as a variety of certificates and credentials, from partnering four-year colleges and universities.

Because of the college's commitment to meeting the needs of the community, local voters have approved three bond measures valued at more than \$470 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.



## APPLICATION AND SELECTION PROCESS:

Applicants are encouraged to complete their applications online. Please visit our website at <http://www.canyons.edu/Offices/HumanResources>. If you require assistance, please call the Human Resources office at (661)362-3427 or for the hearing impaired TTY/TDD Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 4 - 5 weeks following the Review Date as to the status of their application.

**All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose.** Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- **Online District CLASSIFIED Application**
- **Detailed resume**, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- **Letter of interest** (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties and the abilities section of this announcement.
- Copies of complete and legible **college transcripts** clearly indicating all college units earned and any degree awarded. You can submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  1. Do you possess an Associate's degree (60 semester units) from an accredited institution? (yes/no)
  2. Please describe your experience working in educational institutions or community agencies, or comparable experience working with the public. Include employer name(s), position title(s), dates of employment, full-time or part-time status (including number of hours per week), your roles and responsibilities. Please provide your total years of full-time equivalent experience in this field.
  3. Please describe your experience utilizing MS Office Suite, including Microsoft Word, Excel, and Outlook (e-mail). Provide one or more examples of how you have used each program in the workplace.
  4. Imagine you are working in an international student office. Describe your work ethic as a support staff person in that office.
  5. Give examples of retention or outreach events that you were in charge of that were in support of a special population, including how you increased interest and attendance, and what the effects were on the special population.
  6. Describe your experience providing clerical/administrative support in the workplace. Describe how your work supported your manager or department, including your methods for organizing multiple projects, meeting deadlines, and managing daily work with possible constant interruption of phone calls and people walking in the door.
  7. Describe a time when you had a conflict with a student or member of the general public in a work environment. How did you de-escalate the issue and move it to a final resolution?
  8. Give examples of times when you have had to handle requests coming to you that were confusing or vague. What steps did you take to clarify the needs of the requestor and determine the action steps necessary?

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9. How tech-savvy are you?
10. Describe four personality attributes you have and explain how these attributes would contribute to your success in this position.
11. Please explain why you are interested in a position at the ISP and describe why you feel you are qualified for this staff position.

- **Letters of reference are optional.**

### Please note:

- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- "Experience" generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant's responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. If you need assistance with the application process, contact:

### Human Resources Office

(661) 362-3427

TTY/TDD (661) 362-5178

Or visit our website at

<http://www.canyons.edu/Offices/HumanResources>

It is the applicant's responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

**The College is expecting to conduct initial interviews between the weeks of February 27, 2017 and March 6, 2017 and conduct final interviews between the weeks of March 6, 2017 and March 13, 2017. This is an estimated timeline, and is subject to change.**

**Please note that the college will be closed for Winter Break from December 23, 2016 through January 2, 2017. The Human Resources Office will reopen on Tuesday, January 3, 2017.**

**Positions are offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled. This recruitment may be used for future vacancies.**

**COLLEGE OF THE CANYONS**  
26455 Rockwell Canyon Road, Santa Clarita, CA 91355  
[www.canyons.edu](http://www.canyons.edu)



REDEFINING COMMUNITY COLLEGE SINCE 1969