COLLEGE of the CANYONS
SANTA CLARITA COMMUNITY COLLEGE DISTRICT

announces an employment opportunity for

Distance and Accelerated Learning Coordinator I
(Student Success Coach)

A Full-Time Classified Represented Position

Review Date: September 26, 2016

Position Number:
CLA16-187

POSITION DESCRIPTION:
Reports to and under the supervision of the Director of Distance & Accelerated Learning, this position coordinates with campus departments and students to promote student success, persistence and completion in Distance and Accelerated Learning Programs and other alternative delivery formats. Identifies barriers to student success and proactively collaborates across the College to reduce these barriers. Connects students to relevant resources on campus to increase their success. Attends staff meetings and serves on appropriate standing and ad-hoc committees. 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. Coordinates and assists collaborations between the Department and relevant campus units to promote student success, persistence and completion in Distance and Accelerated Learning Programs and other alternative delivery formats.

2. Collects, organizes and distributes orientation and scheduling information for Distance and Accelerated Learning Programs to support timely and accurate student decision making.

3. Plans, creates and delivers student success materials, activities, and workshops for Distance and Accelerated Learning Programs and other alternative delivery formats online and at all District locations.

4. Identifies and helps to reduce barriers to student success in academic activities related to Distance and Accelerated Learning Programs and other alternative delivery formats. Inform students of campus programs and services available to them.

5. Assists faculty in developing and implementing intervention strategies to support students in Distance and Accelerated Learning Programs and other alternative delivery formats.

6. Provides academic support to students through a variety of channels and media as technology evolves. Identifies and implements effective methods of interaction and communication with students as technology evolves.

7. Maintains databases and prepares reports related to Distance & Accelerated Learning Programs, including but not limited to student interest lists, program events, outreach efforts, and academic support strategies. Ensures accuracy and currency of data.

8. Assists with planning, coordinating, and executing on-campus and community outreach efforts, recruitment activities and special events involving Distance and Accelerated Learning Programs.

9. Assists with the design, maintenance and currency of digital media and printed materials that related to student success and academic support for students in Distance and Accelerated Learning Programs and other alternative delivery formats.

10. Assists with faculty training specific to academic success and intervention strategies Distance and Accelerated Learning Programs and other alternative delivery formats.

11. Trains and provides work direction to short-term hourly employees and/or college assistants.

12. Participates in staff meetings and attends specialized training as required.

13. Assists with recruiting and hiring college assistants and student mentors. Assists in coordination of their work.

14. Performs other related duties as assigned.
**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**Position requires knowledge of:**
- Student development and resources to promote success.
- Study skills and habits, and what it takes to be a successful student.

**Position requires ability to:**
- Actively demonstrate and promote a customer-oriented approach.
- Apply knowledge of modern office practices, software and equipment, including record management and filing systems, receptionist and telephone techniques, correspondence and report writing.
- Communicate effectively both orally and in writing.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and community.
- Demonstrate interpersonal skills using diplomacy, patience and courtesy. Relate effectively to students.
- Demonstrate strong interpersonal skills and ability to communicate effectively with beginning and experienced technology users.
- Identify students’ needs for support services in order to make appropriate referrals.
- Meet deadlines and handle multiple simultaneous projects. Work independently with little direction or as part of a team.
- Prepare and maintain a variety of records and files and be able to present clear and comprehensive reports.
- Represent the Department and the College in a wide variety of on-campus and community settings.
- Work effectively and collaboratively with faculty, administration, classified, students, and community members.
- Demonstrate commitment to students from underrepresented populations.
- Maintain confidentiality.
- Demonstrate knowledge of multimedia software and multimedia creation processes.
- Prepare and deliver presentations and interact with a variety of different audiences.

**MINIMUM REQUIREMENTS:**

**Experience:** Two (2) years of full-time equivalent work experience involving customer service, one (1) year of which must have been in an educational institution, non-profit, or public service organization. Possession of an earned Bachelor’s Degree will substitute for one (1) year of the required full-time equivalent customer service work experience, but applicant must still have one (1) year full-time equivalent work experience in an educational institution, non-profit, or public service organization.

**Education:** Education equivalent to an Associate’s degree (60 semester units) from an accredited institution is required.

**Desirable Qualifications:**
- Experience assisting students in an educational environment.
- Experience as a distance or accelerated learning student.
- Experience working with alternative learning formats.
- Knowledge of Microsoft Office software including Word, Excel, Outlook and PowerPoint.
- Experience presenting information to large groups.

**SALARY PLACEMENT:**

Salary placement will be on Range 28 of Classified Represented Salary Schedule B ($3,986 - $6,238 per month). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($3,986 / $4,230 / $4,470) 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 work week 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 education equivalent to an Associate’s degree or higher from an accredited college or university? (yes/no) If yes, please provide a legible copy of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts. If no, you will not meet the minimum qualifications for this position.
2. Please describe your work experience involving customer service, one year of which must have been in an educational institution, non-profit, or public service organization. Include employer name(s), position title(s), dates of employment, full-time or part-time status (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 working with MS Office Suite, including Microsoft Word, Excel, PowerPoint and Outlook (e-mail). Please provide examples of how you have used each program in the workplace.
4. Please describe any experience you may have in event planning and facilitation.
5. Please describe your customer service experience, and any roles you played in serving students.
6. Do you have educational institution experience? If yes, describe the positions you held and departments you worked with.
7. Please describe your experience with implementing student programs and/or activities.
8. Why do you want to work in this staff position at College of the Canyons?
- 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 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 October 31, 2016 and November 7, 2016 and conduct final interviews between the weeks November 7, 2016 and November 14, 2016. This is an estimated timeline, and is subject to change.

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.

COLLEGE OF THE CANYONS
26455 Rockwell Canyon Road, Santa Clarita, CA 91355
www.canyons.edu