POSITION DESCRIPTION
Reports to and under the direction of the Assistant Director of Admissions, Records and Online Services-Noncredit, performs general clerical and office support functions relating to Student Services. Duties include but are not limited to: assisting students with application, registration, petitions, transcripts, and general college inquiries. This position will work the counter in the Admissions and Records office acting as the first point of contact for students, staff, faculty, and the community. 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. Processes application forms; reviews records for changes in status; requests transcripts, records and other information needed to determine status of applicant based on a set of established criteria; refers problems to supervisor for assistance and resolution; notifies students of need for additional information or documentation.

2. Registers students by accepting forms, verifying residency status, and enrolling students in desired classes; assists in resolving student complaints regarding program errors and makes program changes for registered students.

3. Provides assistance and information to students and staff regarding admissions, registration, records, matriculation, enrollment, and prerequisite eligibility.

4. Provides students with orientation and information on College services.

5. Provides information relevant to applications and deadlines.

6. Assists students in making program changes and corrections, filing appropriate petitions, and updating personal data to student records.

7. Assists in determining student matriculation status by checking information in Datatel, and assists with new student orientation as needed.

8. Responsible for front counter, including stocking, scheduling, and making sure all materials and staff are available for our student body.

9. Maintains accurate student records, verify records with student to assure accuracy, and provides copies of transcripts according to approved procedures.

10. Performs other related duties as assigned.
DEMONSTRATED KNOWLEDGE AND ABILITIES
Position requires ability to:

- Learn, interpret, and apply legal mandates, policies, regulations, and guidelines and operational procedure.
- Apply knowledge of modern office practices and equipment including automated word processing, record management and filing systems.
- Assume responsibility for routine clerical detail.
- Establish and maintain comprehensive and accurate files and records, prepare concise and complete reports as required.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Type with speed and accuracy; make arithmetical calculations in like manner.
- Communicate effectively orally and in writing.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships with faculty, staff, trainees, and others connected in the performance of duties.
- Ability to adapt to changing student and procedural requirements.
- 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.

MINIMUM QUALIFICATIONS
Experience: One (1) year full-time equivalent experience meeting and handling the public, customer service, and/or data entry.

Education: A high school diploma or equivalent.

Desired Qualifications:
- Experience working in community colleges, universities, high schools, or community agencies.
- Experience using MS Word, Excel, and Access.
- Experience using an administrative database (such as Banner, Datatel, or PeopleSoft).

SALARY PLACEMENT
Salary placement will be on Range 1 of Classified Represented Salary Schedule B ($1,037.40 - $1,602.18 per month as pro-rated for 47.5%). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($1,037.40 / $1,094.88 / $1,155.20 as pro-rated for 47.5%) 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 19 hours. Paid holiday, discretionary, vacation, personal necessity, and sick time are provided and will be pro-rated based on hours worked. A regular work schedule will be assigned, with the ability to 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; dexterity of hands and fingers to operate a typewriter and computer keyboard; reaching, bending, stooping; frequently exert 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. Incumbents may be exposed to occasional contact with dissatisfied or abusive individuals; and travel from site to site.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS
This is a part-time position working 19 hours per week and is not eligible for District paid health and welfare benefits. Professional development opportunities are provided to all employees. Educational incentives are available to eligible Classified Represented and Confidential employees.

RETIREMENT: This position is not eligible for PERS retirement plan unless hours exceed 1,000 in a fiscal year.

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.

Proof of high school diploma or GED is 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 not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, 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.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates 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, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local 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 bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 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. The college is designated as a Hispanic Serving Institution.

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](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:

- **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.
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  1. Do you possess education equivalent to a high school diploma or equivalent? (yes/no) Please note: If you do not possess this, you will not be considered for this position. If offered the position, you will be asked to provide proof of your high school diploma or G.E.D. to the Human Resources office.
  2. Please describe your experience meeting and handling the public, customer service, and/or data entry. 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 the roles you have played serving student populations.
  4. Please describe in detail your experience providing telephone and front office customer support in a service-oriented environment.
  5. Please describe your experience working with diverse populations.
  6. Please describe your experience utilizing MS Office Suite, including Microsoft Word, Excel, Access, and Outlook (e-mail). Provide one or more examples of how you have used such programs in the workplace.
  7. Why do you want to work in this position as a part-time staff member at College of the Canyons?
- **Letters of Reference** are optional.
- **Confidential Recruitment Source Sheet** (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](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 March 21, 2016 and March 28, 2016 and conduct final interviews between the weeks of March 28, 2016 and April 4, 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.