COLLEGE of the CANYONS
SANTA CLARITA COMMUNITY COLLEGE DISTRICT
announces an employment opportunity for

Student Services Coordinator I - Computer Operations
(SCHEDULING AND REPORTING SYSTEM, WEB, AND DATABASE)

A Classified Represented Position

Review Date: March 20, 2015

Position Number:
CLA14-117

POSITION DESCRIPTION:
Under the direction of the Dean of Enrollment Services, this position will assist the Scheduling and Reporting System (SARS) database administrator (Administrative Assistant IV- Enrollment Services) with work for all SARS products (i.e. SARS-GRID, E-SARS, SARS-CALL, SARS-TRAK and SARS-ALRT). This position will assist the Computer Support Office by performing various technical and clerical duties related to supporting users in fully utilizing all services and system capabilities on student services computer systems. This position will assist the student services division with creating and maintaining departmental web sites and web based applications.

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. Provides, under the direction of the SARS database administrator, SARS uploads, data integrity maintenance, reports, modifications, testing, troubleshoots problems, and technical support for end-users.

2. Ensures data integrity and security for the Student Services Division in the implementation of new products.

3. Provides project management for various new systems and programs. Performs research, planning, prioritizing, tracking, executing and evaluating new systems and programs for the division. Plans, organizes and manages resources to bring about successful completion of specific project goals and objectives.

4. Represents end-user interests and issues with MIS and IT Departments.

5. Determines and organizes work priorities, performs multiple tasks in a timely fashion with accuracy, self-initiates appropriate tasks and works independently in absence of a supervisor.

6. Maintains the security of sensitive material and confidential records using discretion.

7. Analyzes and resolves data conflicts. Provides training to end-users.

8. Builds queries to provide data and reports to Student Services Departments as needed.

9. Researches and provides new technological options to move manual processes online or streamline business practices by recommending database and internet based software applications solutions to the Student Success and Support Program (3SP).

10. Supports the Student Services Division by creating specifications, testing, documentation, and end user training for new or updated technological solutions.
11. Tests registration problems in the student information system and other software application issues reported by Student Services staff.

12. Tests system patches for the Student Services module in the Student Information System.

13. Creates and maintains web-based content for the student services division websites.

14. Updates and maintains content on the “Ask Canyons” database.

15. Demonstrates expertise in working with MS Office software: Word, Excel, Outlook, PowerPoint and Access.

16. Performs other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:
Position requires knowledge of:
- Database Management & Software Applications (SARS, Datatel, Excel, Word, Access).
- Project Management.
- Queries and file structures.
- Integrated computing systems common in higher education administration.

Position requires ability to:
- Ability to work effectively and demonstrate currency of knowledge with computers and other forms of advanced technology utilized in providing high-quality services.
- Interact with others using tact, patience, courtesy and effective listening skills.
- Communicate effectively and tactfully in both written and oral form.
- Effectively function in a setting with tight deadlines and a heavy workload.

MINIMUM REQUIREMENTS:
Experience: Two (2) years of full-time equivalent experience related to database management and application software use. Additional experience in Student Affairs is preferred.

Education: Education equivalent to an Associate’s degree (60 semester units) from an accredited institution is required. Two years direct experience in addition to that identified above may be substituted for each one year (30 semester units) of college.

DESERABLE QUALIFICATIONS:
- Work experience with Scheduling and Reporting System (SARS) or similar database.
- Work experience in Student Affairs
- Associate’s Degree.

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.

Probestionary 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; dexterity of hands and fingers to operate a computer keyboard and related equipment; reaching, bending, and stooping; 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.

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.
This position will be Monday through Friday 8am to 4:30pm. Some evening and weekend work may be required.

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:
College of the Canyons is a California community college that serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. The college opened with 735 students in 1969 and now serves over 19,000 students per semester on two campuses – in Valencia and Canyon Country – under the umbrella of the Santa Clarita Community College District.
College of the Canyons offers 74 degree and 84 certificate programs, and is focused on staying ahead of the technology curve both operationally and academically. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. With accessible, enriching education that provides a wide variety of associate degree and certificate programs, College of the Canyons prepares students for transfer to four-year colleges and universities, offers a variety of life-long learning opportunities for community members, and provides employee training programs for business and industry. The 2014-15 academic year marks the 45th year of the college’s service to Santa Clarita Valley communities.
The local community has been historically and enthusiastically supportive of its local college, having approved two bond measures valued at more than $220 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 boasts clean, modern facilities, a capable and enthusiastic staff, innovative programs and high-tech solutions. It is, quite simply, a vital cultural, educational and economic force in the region. Those who are involved with the college discover unlimited opportunities. They can be innovative and entrepreneurial, and they can set the stage for things to come.
APPLICATION AND SELECTION PROCESS
Applicants are encouraged to complete their applications online at 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 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, the demonstrated knowledge, and the abilities section of this announcement.
- Copies of complete and legible **college transcripts** clearly indicating all college units earned and any degree awarded. Submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. 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 (60 semester units) from an accredited institution? (yes/no) Please provide legible copies of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.
  2. Describe your experience working with database management and application software. Please include employer names(s), position title(s), dates of employment, full-time or part-time status (hours per week), your roles and responsibilities and how those responsibilities have increased with each position. Please provide your total years of full-time equivalent experience in this field.
  3. Describe your experience working in Student Affairs (i.e. any department with the Student Services division within a higher education setting). Please include employer names(s), position title(s), dates of employment, full-time or part-time status (hours per week), your roles and responsibilities and how those responsibilities have increased with each position. Please provide your total years of full-time equivalent experience in this field.
  4. Describe your experience with project management. Explain your approach to managing a large project. Outline the steps you would take from project inception to completion.
  5. Describe your experience working with advanced technology and computer applications in the workplace giving special emphasis to database management.
  6. Please describe your customer service experience and, if possible, discuss how you will bridge communication issues between computer end users and technical staff.
  7. Explain what steps you will take to trouble shoot a problem with an end user’s computer software.

- **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

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 the week of April 27, 2015 and conduct final interviews the week of May 4, 2015. 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.

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