Position Number: CLA15-164

Position Description:
Reporting to and under the general supervision of the Director, Student Health and Wellness, the Student Services Specialist II (Medical Receptionist) performs specialized office support functions at the front desk of the health center. Duties include, but are not limited to student communication, developing correspondence, record keeping, monitoring student applications, maintaining student records, problem solving, and performing specific student services related projects. Provides specialized technical and clerical support for medical staff, mental health counselor, nutritionist, other contract employees, consultants and their related committees. This position will primarily be at the Valencia campus but requires some schedule flexibility for the coverage of the Canyon Country campus, extended hours and special events. 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. Helps to establish and maintain files on all clinical and financial matters pertaining to students receiving services at the Student Health & Wellness Center.
2. Assist in orders and maintains an inventory of necessary supplies, equipment, and medications, and assures their security. Receives and stores supplies and materials.
3. Performs specialized computer duties: retrieves student data, report preparation, word processing, spreadsheet functions, and student correspondence.
4. Operates a computer and information systems related to the Health Center program for input and retrieval of information and data.
5. Schedules student appointments with Medical and Mental Health personnel.
6. Offers administrative support to the Director and Assistant Director.
7. Oversees data integrity for all students including information that may be of a privileged or sensitive nature. Performs other computer tasks relative to the operation of the student health and wellness department.
8. Maintains various records and charts, student accounts, and assists in the preparation for submission of college, federal and state mandated reports and documents.
9. Assists with training and direction of hourly employees, student assistants, and student employees as well as other appropriate personnel as assigned.
10. Serves as clerical support, directs office correspondence as appropriate and composes and distributes correspondence; answers and redirects inquires. Prepares and types minutes of selected meetings. Serves as an informational resource to staff, students and the public regarding programs and functions of the Health Center office. Maintains calendars and arranges meetings.
11. Assists with maintenance of web page, including adding and updating content, and organization of departmental functions, special events, outreach activities, workshops with other campus departments outreach activities, workshops and presentations.

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12. Provides students with orientation and information of College and Health Center services. Provides information relevant to applications and deadlines; advises student on referrals and health center process and procedures.

13. Assists with the maintenance of accurate and up-to-date automated records, files and bookkeeping on program fiscal operations. Maintains accurate incoming monies from student fees and expenditure records, and reconciles accounts e.g. cash transactions.

14. Performs Basic First Aid.

15. Understands and applies federal, state, and/or college regulations, mandates, rules, and operational procedures, and eligibility requirements relevant to the Student Health & Wellness Center.

16. Prepares and completes documents; verifies enrollment information; assists with interviewing and advising students concerning eligibility, interprets requirement procedures and other issues.

17. Maintains current knowledge of state programs regarding changes in Health Services eligibility requirements, application procedures and other issues; may attend local, regional or state meetings, workshops and conferences.

18. Prepares and maintains variety of records and files related to eligible students and Health Center activities; distributes and collects progress report academic forms; duplicates items, collates, and files information.

19. Organizes office systems; contributes to the development of office policies and procedures.

20. Maintains student files and program records for audit and program review.

21. Types, edits and formats a variety of documents; composes correspondence from general instructions; maintains a variety of logs, files and records; controls the release of sensitive information to authorized personnel.

22. Assists with developing and modifying program flyers, bulletins, and newsletter.

23. Participates in staff meetings and attends specialized training when necessary.

24. Operates a variety of office equipment and machines including computer, peripheral equipment, calculators, and copiers.

25. Performs related duties and special assignments as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES

Position requires ability to:

- Type with speed and accuracy; make arithmetical calculations in like manner.
- Work effectively and demonstrate currency of knowledge with computers and other forms of advanced technology utilized in providing high-quality services.
- Communicate effectively orally and in writing.
- Understand and carry out oral and written directions.
- Ability to hear and understand speech at normal levels.
- Ability to work at a desk, a conference table or in meeting rooms of various configurations for extended periods of time.
- 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.

MINIMUM QUALIFICATIONS

Experience: Two (2) years of full-time equivalent administrative/office support experience in community colleges, universities, high schools, community agencies, or similar work in a medical office, clinic or hospital setting.

Education: Education equivalent to high school diploma.

Desired Qualifications:

- Associate's degree or higher.
- Knowledge of a second language (Spanish speaking preferred).
- Proficiency in MS Office Suite software applications.
- Certification in basic first aid.

SALARY PLACEMENT

Salary placement will be on Range 18 of Classified Represented Salary Schedule B ($2,401.93 - $3,770.73 per month as pro-rated for 72.5%). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($2,401.93 / $2,553.45 / $2,698.45 as pro-rated for 72.5%) 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 29 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, and 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. Work is performed primarily in an indoor environment where some health and safety considerations exist from physical labor, blood borne pathogens, and medical equipment; exposure to a variety of illnesses; exposure to contaminated waste and equipment; some outside exposure with outreach and projects.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS
Part-time Classified employees working 20 to 30 hours per week are provided with a diversified program that includes medical, dental and vision insurance for employee only, 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 program is available to 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.

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 education equivalent to a high school diploma/G.E.D. is required upon offer of employment. (Your diploma/G.E.D. will be copied and returned to you.)

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 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. 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.
- 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 a high school diploma or equivalent to meet the minimum qualifications? (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 administrative/office support experience working in community colleges, universities, high schools, community agencies, or similar work in a medical office, clinic, or hospital setting. 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. Do you have a certification in basic first aid? (yes/no)
  4. Please describe your activities of a typical work day and one that is considered busy.
  5. Please describe your experience establishing and maintaining various records, charts, files, and reports in the workplace.
  6. Please describe your methods of organizing projects and daily work.
  7. Please describe your experience ordering and maintaining an inventory of supplies, equipment, and medications.
  8. Please describe your experience scheduling appointments. On average, how many appointment calls did you receive each day?
  9. Please describe your experience utilizing MS Office Suite, including Microsoft Word, Excel, Access, PowerPoint, Publisher and Outlook (e-mail). Provide one or more examples of how you have used these programs in the workplace.
  10. Please describe your knowledge of a second language.
  11. Why do you want to work as a "Student Services Specialist II (Medical Receptionist)(Student Health & Wellness Center)(72.5%)" 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

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 May 23, 2016 and May 30, 2016 and conduct final interviews between the weeks of May 30, 2016 and June 6, 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