Position Description

Under the direction of the Dean of Student Services with assistance from the Director of EOPS, CARE, and CalWORKs, the Student Services Specialist II (CalWORKs) performs a variety of specialized duties in providing support to CalWORKs students; performs other related duties as may be assigned.

The Student Services Specialist II performs specialized clerical and office support functions relating to CalWORKs. Duties include but are not limited to: assisting students who are eligible for CalWORKs, scanning student records, verifying data for accuracy. The Student Services Specialist II serves in a specialized capacity in terms of computer systems or specific program oversight.

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 and applies federal, state, and/or college regulations, mandates, rules, and operational procedures, and eligibility requirements relevant to the CalWORKs program.
2. Prepares and completes CalWORKs documents; verifies enrollment information; assists with interviewing and advising students concerning eligibility, interprets requirement procedures and other issues.
3. Maintains current knowledge of state programs regarding changes in CalWORKs eligibility requirements, application procedures and other issues; may attend local, regional or state meetings, workshops and conferences.
4. Prepares and maintains variety of records and files related to eligible students and CalWORKs activities; distributes and collects progress report academic forms; duplicates items, collates, and files information.
5. Receives and provides students with information related to GAIN and College of the Canyons.
6. Organizes office systems; contributes to the development of office policies and procedures.
7. Operates a computer and information systems related to CalWORKs program for input and retrieval of information and data.
8. Maintains student files and program records for audit and program review.
9. 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.
10. Maintains calendars, schedules appointments, and arranges meetings for CalWORKS students.
11. Sorts and distributes mail; answers telephones; screens and routes calls and visitors; provides information to staff, students and the public regarding programs and functions of the CalWORKs office.
12. Ensures the inventory of all supplies and materials as required.
13. Develops and modifies program flyers, bulletins, and newsletters.
14. May train and oversee student assistants and other appropriate personnel assigned to assist in everyday functions.
15. Participates in staff meetings and attends specialized training when necessary.
16. Operates a variety of office equipment and machines including computer, peripheral equipment, calculators, and copiers.
17. Performs other related duties as assigned.
DEMONSTRATED ABILITIES

Position requires ability to:

- Read, interpret, apply and explain rules, regulations, policies and procedures to students with unusual circumstances or extenuating conditions.
- Provide customer service in a positive and friendly manner.
- Perform duties working independently with speed and accuracy.
- Use professional judgment based on established guidelines and procedures.
- Ability to adapt to changing student and procedural requirements.
- Advise students individually and in–groups on routine matters.
- Establish and maintain comprehensive and accurate files and records.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Type with speed and accuracy using word processing, spreadsheets, data base management and other business-related computer software.
- Communicate effectively in oral or written form.
- 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.
- Maintain confidentiality of office and student records.
- Establish and maintain cooperative working relationship with student, staff, and others in connection with scope of work.
- Demonstrate clear evidence of sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and community.

MINIMUM REQUIREMENTS

Experience: Two (2) years full-time equivalent experience working in community colleges, universities, K-12 schools, government-regulated agencies, OR two (2) years full-time equivalent experience involving customer service or general clerical duties to assist the public. Must be proficient in MS Office Suite software applications (Word, Excel, Access, PowerPoint, FrontPage, Publisher and Outlook).

Education: Education equivalent to an Associate's degree (60 semester units) from an accredited college or university is required. Two (2) years of direct experience in addition to that identified above may be substituted for each year (30 semester units) of college.

Desirable Qualifications:

- CalWORKs/GAIN experience.
- Associate’s degree.
- Must be proficient in MS Word/Excel/Access software applications.
- Previous experience working with an administrative computer information management system.

SALARY PLACEMENT

Salary placement will be on Range 18 of Classified Represented Salary Schedule B ($1,997.50 - $3,136.25 per month as pro-rated for a 62.5% position). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($1,997.50/$2,123.75/$2,244.38 per month as pro-rated for a 62.5% position) 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 25 hours. Paid holiday, 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 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

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 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
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 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 degree (60 semester units) from an accredited institution to meet the minimum qualifications? (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 in community colleges, universities, K-12 schools, government-regulated agencies. 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 involving customer service or general clerical duties to assist the public. 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 working with an administrative software program (such as Banner, Datatel, or PeopleSoft) or a proprietary system.

5. Describe your experience working with MS Office Suite, including Microsoft Word, Excel and Access. Provide one or more examples of how you have used such programs in the workplace.

6. Describe any experience you may have with CalWORKs/GAIN.

7. Why are you interested in working 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, please 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 February 23, 2015 and conduct final interviews the week of March 2, 2015. This is an estimated timeline, and is subject to change. The College is closed during the winter break from December 24, 2014 through January 1, 2015 and will re-open on January 2, 2015.

Position is 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