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

Student Services Technician I
(Disabled Students Program & Services)(72.5%)

A Part-Time Classified Represented Position

Review Date: October 24, 2014

POSITION DESCRIPTION
Reporting to and under the supervision of the Dean, Student Services with daily work direction provided by the Director of Disabled Students Program & Services (DSPS), performs a wide variety of technical assistance and specialized clerical/office support duties related to the day-to-day operations of the DSPS program, services and activities. 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. Composes, independently or in accordance with general instructions, a variety of correspondence and/or reports for internal and external users.

2. Performs a variety of office support and reception duties as well as disseminates program information, communicates daily with students and the community, answers telephones, and directs inquires.

3. Serves as the DSPS technical expert for students, staff, and the community. Maintains knowledge in technical facets of DSPS program, activities, and services. Assesses student needs, troubleshoots, and provides direction to students for necessary forms and applications, and is a resource for students and staff. Screens students for readiness to meet with the director.

4. Creates and maintains student files adhering to legal guidelines. Uses appropriate District software and other related data sources to create and update student databases, requests for information, student contact information, and program requirements. In addition, uses computer applications to query the system for data related to DSPS.

5. Prepares and transmits correspondence for students and responds to requests from other educational institutions and agencies involving the verification of student DSPS records.

6. Performs and oversees data input for DSPS students, including processing information that may be of a privileged or sensitive nature. Assists with department clerical support including scheduling and confirmation of workshops, appointments, department events. Picks-up and distributes incoming and outgoing mail, and reviews incoming office correspondence.

7. Serves as information resource person to students, faculty, staff, and the community regarding Disabled Students Programs & Services policies, procedures, and practices to the extent of authority and training, calculates semester charges, and notifies Student Business Office and Department of Rehabilitation.

These positions are a high priority for our district for the 2014-15 year, and are contingent upon continued available district and state funding.
8. Assists Director and/or other departmental staff with advertisement and promotion of DSPS program through outreach to the community and high schools, planning and implementation of services and activities, and the preparation of program related brochures/flyers as needed.
9. Uses a document imaging system (i.e. Singularity or other computer scanning application) to scan files, to convert hard copy documents to digital files to be electronically stored and archived.
10. In collaboration with the Director, and other DSPS staff, provides input in the development and update of the DSPS program review, and related policies and procedures.
11. Ensures compliance with and proper application of District, State, Federal regulations, laws legal mandates, policies, rules, and guidelines to a variety of operational procedures and the DSPS program.
12. Collaborates with other student services departments such as Extended Opportunity Program, Student Business Office, Financial Aid, Admissions & Records, and Counseling. Maintains communication with MIS, Information Technology and other offices as needed.
13. Maintains a secure system of accurate and confidential records and files.
14. Participates in staff meetings and attends specialized training as required.
15. Perform other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES

Position requires knowledge of:
- Technical aspects of field of specialty.
- Modern office practices, procedures and equipment including District MIS software.
- Oral and written communication skills.
- Recordkeeping techniques.
- Organization, policies and rules of DSPS program.
- Microsoft office package (including Word, Excel, Outlook).

Position requires ability to:
- Learn, interpret, and apply legal mandates, policies, regulations and guidelines.
- Work effectively in a team environment and demonstrate currency of knowledge with computers and other forms of technology, while providing quality services.
- Adapt to changing student and procedural requirements.
- Compile and prepare accurate and comprehensive reports using the appropriate software.
- Maintain confidentiality when dealing with sensitive and privileged office material and student records.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.
- Work independently with speed and accuracy and with the ability to adapt with frequent interruptions.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Establish and maintain cooperative working relationships with campus departments, students, staff, and others connected with DSPS.

MINIMUM REQUIREMENTS

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

Experience: Two (2) years of full-time equivalent administrative/office support experience working in community colleges, universities, high schools, community agencies, or similar administrative/office support work involving programs or activities to assist the public. Must be proficient in MS Office Suite software applications is required (Word, Excel and Outlook).

DESERABLE QUALIFICATIONS
- Associate’s degree or Bachelor’s degree.
- DSPS related clerical work experience.
- Prior experience performing administrative/office support duties in a community college setting.
- Experience working directly with students with disabilities.

SALARY PLACEMENT

Salary placement will be on Range 22 of Classified Represented Salary Schedule B ($2,512.85 - $3,886.73 per month as pro-rated for a 72.5% position). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($2,512.85/$2,652.78/$2,805.75 per month as pro-rated for a 72.5% 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 29 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.

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 program s 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. 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 our TTY 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 monthly/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. 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. Please describe your experience in administrative/office support working in community colleges, universities, high schools, community agencies, or similar administrative/office support work involving programs or activities to assist the public. 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.
  2. Do you possess education equivalent to an Associate’s degree (60 semester units) or higher? (yes/no)
  3. Please describe your experience interacting with people with disabilities. Please include the amount of experience you have as well as the nature of the experience. Please include if you have experience working in a college or university setting.
  4. Please describe your knowledge of confidentiality requirements when working with DSPS students.
  5. Please describe your experience working with Microsoft Office Suite, including Word, Excel, and Outlook. Provide one or more examples of how you have used these applications in the workplace.
  6. Please describe your experience using an administrative software program (such as Banner, Datatel, or PeopleSoft) or a proprietary system.
  7. Please describe any experience you have using a document imaging system to scan, store, and archive files.
  8. Why do you want to work as a “Student Services Technician I (Disabled Students Program & Services)(72.5%)” 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 November 17, 2014 and December 1, 2014 and conduct final interviews between the weeks of November 24, 2014 and December 8, 2014. 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.