Position Number: CLA14-098

POSITION DESCRIPTION

Under the supervision of the Director of Admissions & Records and Online Services and the Records Coordinator, evaluates incoming academic transcripts for equivalent College of the Canyons degree requirement completion, and enters appropriate transfer equivalencies into the degree audit computer system. Builds individual student prerequisite history. Ensures functionality of on-line degree audit system. Performs institutional credit evaluation for CSU and UC lower division general education certification. Assists other areas with graduation and transcript evaluation. Conducts in-reach to promote graduation. 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.

While the following are the set of typical duties for a Student Services Technician position, this position will perform the duties of a Student Services Specialist position as listed in this job description.

1. Evaluates petitions submitted for Vocational Certificates of Completion and Associate Degrees.
2. Produces all certificates and diplomas for students that have successfully completed all certificate and degree requirements in a timely manner, including duplicate certificates and diplomas.
3. Organizes and processes prerequisite challenge petitions, including being a liaison between staff, faculty, department chairs, and division deans. Upon decision of petition processes the outcome in the student record and completes registration process appropriately.
4. Assists students in identifying the relationship between programs and careers.
5. Works on special projects related to enrollment management.
6. Acts as a liaison between the supervisor and staff.
7. Evaluates departmental procedures to ensure efficiency. Analyzes similar functions at other colleges to determine the College’s currency with modern practices and compliance with state and federal regulations.
8. Attends professional meetings/conferences and reports findings to the department staff.
9. Organizes departmental participation in matriculation programs such as orientation, testing, and graduation.
10. Evaluates and records incoming academic transcripts for College of the Canyons degree requirement completion. Enters individual student transfer equivalencies into the degree audit system.
11. Builds and maintains degree audit transfer equivalencies in the administrative computer system. Ensures functionality of degree audit system.
12. Builds individual student prerequisite history in the degree audit system.
13. Checks data for accuracy and produces appropriate student reports.
14. Builds and implement the ability to send and receive transcripts over the Internet using EDI/SPEEDE standards.
15. Enters academic data into the computer for use in developing individual student educational plans.
16. Verifies level, content, unit value, and grading system of courses for students who have taken part of their previous work at other colleges; determines credit to be granted toward meeting specific requirements.
17. Maintains records of transactions concerning academic transcripts for purposes of verification and accountability.
18. Assists in determining lower division general education transfer requirements, including IGETC and CSU general education certification and College of the Canyons degree requirements.
19. Builds and implements queries to determine student populations close to graduation or certificates. Conducts in-reach to identified student populations to promote graduation and certificate achievement.
20. Applies appropriate Title V requirements.
21. Evaluates in-coming transcripts and makes appropriate decisions as to transferability and grading conversions.
22. Performs the duties assigned to a general student services technician, assisting other departments as needed.
23. Performs other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:
Position requires knowledge of:
- Organization, policies and rules of assigned department or program.
- Modern office practices, procedures and equipment. Advanced techniques, operation of personal computer, and computer applications such as MS Office Suite which includes Word, Excel, Outlook, PowerPoint and Access, and District MIS software.
- Oral and written communication skills. Correct English usage, grammar, spelling, punctuation and vocabulary.
- Recordkeeping techniques.
- Technical aspects of field of specialty.

Position requires ability to:
1. Learn, interpret, and apply legal mandates, policies, regulations, guidelines, and operational procedure. Ability to see for the purposes of reading laws, codes, rules, policies, other printed matter, and observing students.
2. Apply knowledge of modern office practices and equipment including expert use of computers for word processing, record management, and filing systems.
3. Work effectively and demonstrate currency of knowledge with computers and other forms of advanced technology utilized in providing high-quality services.
4. Establish and maintain comprehensive and accurate files and records; prepare concise and complete reports as required.
5. Take responsibility and use professional judgment based on established guidelines and procedures. Assume responsibility for routine clerical detail.
6. Type with speed and accuracy; make arithmetical calculations in like manner.
7. Communicate effectively orally and in writing. Understand and carry out oral and written directions.
8. Ability to hear and understand speech at normal levels.
9. Ability to work at a desk, conference table, counter, or in meeting rooms of various configurations for extended periods of time.
10. Establish and maintain cooperative working relationships with faculty, staff, trainees, and others connected in the performance of duties.
11. Ability to adapt to changing student and procedural requirements.
12. 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 REQUIREMENTS
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 actives to assist the public. Must be proficient in MS Office Suite software applications (Word, Excel and Outlook).

Education: Education equivalent to 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 semester units) of college.

DESIREEABLE QUALIFICATIONS
- Associate’s degree or higher.
- Experience with graduation requirements, transcript evaluation, degree audit and student services.
- Previous knowledge of policy and procedure regarding Admissions and Records.

SALARY PLACEMENT
Salary placement will be on Range 26 of Classified Represented Salary Schedule B ($3,716 - $5,811 per month) Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($3,716/$3,936/$4,166) 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 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 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
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.

RETIEMENT: 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 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. Please describe your previous experience working in community colleges, universities, high schools, and/or community 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. Cite specific examples, describing your experience utilizing MS Office Suite (including Word and, Excel) and any other computer software programs.

4. Describe your experience working with an administrative database (such as Banner, Datatel, or PeopleSoft) or a proprietary system.

5. Please describe your customer service experience, and the roles you have played in serving the public.

6. Please describe any experience you may have with transcript evaluation, degree audit, and student services in the California Community College system.

7. Why do you want to work as a 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. However, if you would like to receive an application packet, 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 9, 2015 and conduct final interviews the week of February 16, 2015. This is an estimated timeline, and is subject to change.

The College will be closed during the Winter Break from December 24, 2014 through January 1, 2015, and will re-open on January 2, 2015.

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
STUDENT SERVICES SPECIALIST
JOB DESCRIPTION
(Incorporated by reference into Student Services Technician III job description.)

OVERALL RESPONSIBILITY:
Under the direction of the Director, Admissions & Records and Online Services, performs specialized clerical and office support functions relating to Admissions, Records, and Student Services. Duties include but are not limited to general registration/enrollment related assistance, correspondence; record keeping; record management, problem solving; specific student service related projects; advising students; etc. Performs other duties as assigned.

ESSENTIAL DUTIES:
1. Understands, interprets, and applies state regulations, mandates, rules, District policy and operational procedures related to records classification, management and destruction.
2. Utilizes specialized software and hardware to image and index a variety of documents related to student records, student services, and specific grants or projects.
3. Works with the campus mainframe computing system to classify student records and to determine which records to maintain in paper format or imaged format.
4. Works with Computer Support Services to ensure that the department scanning systems, document readers, and desktop computers are in working order.
5. Advises staff members on privacy regulations and records security.
6. Maintains an organized system of record storage and record recovery.
7. Performs computer-input tasks relative to the operation of the department.
8. Assists in the coordination of departmental functions with other campus departments.
10. Provides students with orientation and information on College services.
11. Provides information relevant to applications and deadlines.
12. Assists students in making program changes and corrections as needed.
13. Advises students on District procedures for course prerequisite challenges, placement waivers, and academic standard petitions.
14. Assists with the outreach and recruitment efforts of the College.
15. Maintains student records; audits records to assure accuracy; provides copies of transcripts according to approved procedures.
16. Provides technical assistance and information to students and staff regarding admissions, registration, records, matriculation, enrollment, veteran’s affairs, and fees.
17. Assists in admitting students, verifying residency status, and enrolling students in desired classes; assists in resolving student complaints regarding program errors and make program changes for pre-registered students.
18. Processes late registration and enrollment changes.
19. Processes application forms; reviews records for changes in status; request transcripts, records and other information needed to determine status of applicant; refers problems to supervisor for assistance and resolution; notifies students of need for additional information or documentation.
20. Prepares and transmits correspondence for students, verifying student status and other information; responds to requests from other educational institutions and agencies involving the verification of student status and records.
21. Performs other related duties as assigned.