



Position Title:	Student Services Specialist	
Reports To:	Program Manager	
Department:	EL Civics Adult Education Program	Job Code: 4602
Prepared By/Date:	Jennifer C. Brito/9-28-2009	Job Group: SNE
Approved By/Date:	Barbara Alfonso/9-29-2009	Salary Grade: 10
Revised:	Jennifer C. Brito/9-29-2009	FLSA Status: Non-Exempt

Summary:

The Student Services Specialist coordinates and monitors sites where ESOL and Civics classes are delivered to students enrolled in Adult Education Programs.

Essential Duties and Responsibilities:

- Advises students in the admissions and registration process
- Schedules instructor training
- Implements student retention strategies
- Schedules job skills workshops and transition activities
- Organizes local civics related field trips
- Solves students' problems
- Follows-up with students
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of College organization: admission, registration, academic regulations, programs of study and departmental regulations.
- Knowledge of College activities and special programs, college regulations, testing, counseling and advisement services.
- Knowledge of College policy, procedure, state rules and statutes.
- Excellent communication and customer service skills.
- Excellent computer keyboarding skills.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to maintain effective interpersonal relations with students, faculty and administration
- Ability to follow oral and written instructions.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associate's degree in a related field from a regionally accredited institution and four (4) years related experience and/or training, or the equivalent combination of education and experience
- Excellent interpersonal skills
- Excellent communication skills, oral and written

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name