

GROSSMONT-CUYAMACA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST

RANGE 28

SUMMARY:

Under the direction of an assigned supervisor, perform a variety of specialized duties in an assigned area of student services such as Athletics, Counseling, DSPS, EOPS, Student Activities, etc.; perform specialized clerical duties and coordinate and oversee office activities of assigned function or office; train and provide work direction to others as assigned.

ESSENTIAL FUNCTIONS:

Perform a variety of specialized duties to provide services to students in assigned student services area such as Counseling, Disabled Students Programs & Services (DSPS), Extended Opportunities Programs & Services (EOPS), Athletics, Student Placement, etc.

Organize and coordinate office activities in assigned area to assure timely and efficient office operations.

Assist in the preparation of budget as assigned; monitor expenditures; prepare requisitions as required.

Greet office visitors and answer telephones; screen and refer calls, schedule appointments and meetings or take messages as appropriate.

Answer questions and provide specialized information and assistance to students, instructors and others in assigned area of student services.

Communicate with other district departments and personnel, local high schools, community organizations and other outside organizations and agencies to exchange information and coordinate activities.

Type a variety of materials such as reports, correspondence, memoranda, forms and other materials.

Attend conferences and meetings as required. Participate in planning and developing departmental operations and procedures; coordinate and participate in special events as required.

Compile and prepare statistical and other reports and records as assigned.

Maintain various records and files related to students, supplies and specialized functions of assigned area; compile information for reports as required.

Perform a variety of clerical duties such as preparing and duplicating materials, ordering office supplies and other materials and distributing mail.

Operate standard office equipment (e.g. calculators, personal computer, copiers, scantrons, etc.)

SECONDARY FUNCTIONS:

Train and provide work direction to student assistants and hourly personnel as assigned; assign and review work; may participate in screening processes of hiring procedures.

Maintain departmental area(s) in a safe, clean and orderly condition; assure compliance with established safety procedures and regulations.

Maintain currency of qualifications for area of assignment.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office equipment, practices, and procedures including telephone techniques and etiquette.

Computer word processing, spreadsheets, and other software programs used in assigned area.

Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Learn the specialized functions, operations and activities of an assigned area of student services.

Read, interpret, apply and explain rules, regulations, policies and procedures related to a specialized area of student services.

Organize and coordinate office activities.

Train and provide work direction; assign and review the work of others.

Communicate effectively both orally and in writing.

Perform clerical duties such as preparing and maintaining a variety of correspondence, records and reports; filing, duplicating, etc.

Operate a personal computer including various software packages to enter and retrieve data using keyboarding skills in an efficient and effective manner consistent with requirements of the position.

Work confidentially with discretion.

Plan and organize work; work independently to meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION:

Graduation from high school or equivalent supplemented by formal training in business office technology or a related area.

EXPERIENCE:

Increasingly responsible clerical experience in a student services or equivalent program.

WORKING CONDITIONS:

Typical office environment.

Est. 3/87

Rev: 7/97, 8/00, 12/00, 10/02, 12/07

Appointment Attendance Summary Report

08/01/2019 - 07/31/2020

Short Name: All Schedule Code: All

Appointment Status	Individual	Group
Appointments - Attended	4660	526
Drop-ins	7026	

Additional Contacts	
Description	Count
Cuyamaca Scholars	564
E-Mail/Online Counseling	125
Follow-Up	27
Other	6
Phone Calls - Academic	15
Umoja - E-mail Counseling	1