

# #10

**COMPLETE**

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Page 1: Classified Position Request Form

## Q1

Please enter the following:

Department	<b>Counseling</b>
Position Title	<b>1.0 Student Services Specialist</b>
Salary Range	<b>28</b>
Annual Salary at Step B*	<b>\$43,320</b>
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	<b>12 months @ 40 hrs. per week</b>

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## Q2

**Replacement for a funded (vacant) position**

What type of position is being requested?

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## Q3

Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

**28 - STUDENT SERVICES SPECIALIST.pdf (90.2KB)**

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**Q4**

What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?(200 words or less)

1. Perform a variety of specialized duties to provide services to students in assigned student services area such as Counseling, Athletics, Student Placement, etc.
  2. Organize and coordinate office activities in assigned area to assure timely and efficient office operations.
  3. Assist in the preparation of budget as assigned; monitor expenditures; prepare requisitions as required.
  4. Greet office visitors and answer telephones; screen and refer calls, schedule appointments and meetings or take messages as appropriate.
  5. Answer questions and provide specialized information and assistance to students, instructors and others in assigned area of student services.
  6. Communicate with other district departments and personnel, local high schools, community organizations and other outside organizations and agencies to exchange information and coordinate activities.
  7. Type a variety of materials such as reports, correspondence, memoranda, forms and other materials.
  8. Attend conferences and meetings as required. Participate in planning and developing departmental operations and procedures; coordinate and participate in special events as required.
  9. Compile and prepare statistical and other reports and records as assigned.
  10. Maintain various records and files related to students, supplies and specialized functions of assigned area; compile information for reports as required.
  11. Perform a variety of clerical duties such as preparing and duplicating materials, ordering office supplies and other materials and distributing mail.
  12. Operate standard office equipment (e.g. calculators, personal computer, copiers, scantrons, etc.)
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**Q5**

Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload? (200 words or less) (Rubric Criteria 1)

1. Currently, some of the duties of this position are performed by only one Student Services Specialist. There is still remaining work that needs to be performed such as fliers/newsletters, other SARS functions, supporting faculty with various requests. Some duties remain unperformed, including organizing and coordinating office activities, communicating with other district departments, local high schools and other agencies to exchange information and coordinate activities. Since more of the Student Services Specialist duties are not performed or underperformed, students are not being served efficiently.
2. Student Services Specialist has to focus on day to day activities instead of the bigger picture, which affects students in the long run. Here are few examples on how the lack of this position impacts the counseling department and students.
  - a. Student Services Specialist trains and provides work direction to student assistants and hourly personnel as assigned; assigns and reviews work; participates in screening processes of hiring procedures. Without this position, the Counseling department can't function effectively to serve our students.
  - b. There is an urgent need to find the replacement for the vacant position since Student Services Specialist is in charge of greeting office visitors and answering telephones; screening and referring calls, scheduling appointments and meetings taking messages as appropriate.
  - c. One of the essential functions for Student Services Specialist is to communicate with other district departments and personnel, local high schools, community organizations and other outside organizations and agencies to exchange information and coordinate activities. Without this position, some of these duties can't be accomplished.

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**Q6**

How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? \*\*Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/intern/volunteer/work-study, and services provided.\*\* (200 words or less) (Rubric Criterion 2)

This position is needed to handle the influx of students that we serve. For the past academic year and in spite of the pandemic, there were over 12,000.00 students who sought counseling services (see the attached). This position is still vacant after the previous Student Services Specialist retired couple of years ago. We hadn't had the opportunity to hire it back. With only one person to help support our office which sees over 12k students each year, we have an urgent need to hire back the additional support person to help assist with students and office procedures.

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**Q7**

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

**Guided Student Pathways,  
Student Validation and Engagement,  
Organizational Health**

**Q8**

Please explain how the requested position will support the college strategic priority(ies) identified above. (200 words or less) (Rubric Criterion 3)

Priority #2 Guided Student Pathways: This position directly supports Guided Student Pathways as students need to choose a pathway to reach their educational goals. One of the metrics of guided pathways is that students have to stay on the path. Student Services Specialist can play a pivotal role to ensure our students meet their academic and personal goals.

Priority #3 Student Validation and Engagement: The Student Services Specialist provides validation and engagement; helping diverse student populations understand their role and assisting them to achieve in the process to achieve their goals. The Student Services Specialists encourages students to become an advocate of their education path.

Priority #4 Institutional Health: The Counseling Center is at the very first front of student contact. This position will improve the institutional health by providing ongoing support to the faculty, students, classified staff, and student hourly. Leaving this position vacant will impact the delivery of essential student services.

Having this position in the Counseling Center will make a crucial difference when it comes to the college strategic priorities. Filling up this position will definitely impact priorities to enhance student success: accelerated basic skills in math, English and ESL; guided student pathways; student validation and engagement; and organizational health.

Student Services Specialist is in constant interaction with Instructional and Counseling faculty, students, and administrators and classified staff. The role of the Student Services Specialist directly impact all the key players and the mission of the college which is to serve a diverse community of students who seek to benefit from the college's wide range of educational programs and services. To facilitate this mission, the Student Services Specialist is needed to provide a comprehensive range of support services for our students.

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**Q9**

How will the position impact the ability of the program or service area to innovate and meet changing needs? (200 words or less) (Rubric Criterion 3)

By having a consistent presence year after year in the Counseling Center, students will have a richer experience of Counseling and Student Services. Currently, we have heavily relied on student hourlies. The consistent turnover and new training required means there is no room for innovation or to accommodate changing needs. With a full-time, regularly structured employee, the Counseling Center can provide services that are conducive to student success.

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**Q10**

Please confirm that you have discussed this faculty position request with the dean or manager and that you understand that deans and managers will be providing feedback to help inform the prioritization process.

**Yes, I have discussed this position request with the Dean or Manager**