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**COMPLETE**

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Page 1: Classified Position Request Form

**Q1**

Please enter the following:

Department	<b>Career Center</b>
Position Title	<b>Career Center</b>
Salary Range	<b>28</b>
Annual Salary at Step B*	<b>\$3,505</b>
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	<b>40 hours a week/12 months</b>

**Q2** **Additional general fund position**

What type of position is being requested?

**Q3**

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

**STUDENT SERVICES SPECIALIST-GENERIC.docx (19.7KB)**

**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)

This position will work with the supervisor to provide administrative coverage for the Career Center, which includes the ability to coordinate office activities and train and provide work direction to others as assigned. Greet 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 employers. This person will create marketing materials and schedule employer tabling for recruitment. They will help manage the online job board and support career events which include the Career Expo.

**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)

This position has been vacant since 2012. Due to budget cuts, we recently lost our student workers. When we return to campus this will become an even greater need. The lack of this position will impact the quality and reputation of our program if phone calls, emails, and walk-ins are not taken care of on the spot or promptly. The lack of classified coverage has historically impacted counseling appointments in previous years, as appointments were often interrupted to greet students and employers.

This has also affected the workload of other Career Center employees. Our Career Center Model has been approved by the campus and yet none of the positions listed under Student Services currently exist. Day-to-day overflow of work has fallen on our Career Education partners who have to work outside of their roles to greet visitors. However, most of their time is focused on appointments, out of office meetings and outreach, so classified coverage will be needed to prevent center closures. Each position in the model has specific responsibilities. The absence of a specialist removes available student services that cannot be covered by the career education partners and comprise the spectrum of career center services.

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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)

Staffing has had a direct impact on the number of students served. In 2016-2017, the center had a total 2,062 student contacts, when a part-time counselor and part-time coordinator were present. The total dipped to 925 when both positions were lost in 2018-2019. Workshops were not offered during this time either. Last year, the numbers rose to 1,432 when an interim supervisor was hired and workshops returned. However, we no longer have an interim supervisor and the position has been frozen. Shortly before we moved to remote services, the Career Center moved to Building I; a centralized location with higher student traffic and in closer proximity to classrooms. As a result, the number of students served is expected to increase.

Additional changes that warrant a Career Specialist include:  
Increased student demands for career planning before education planning (Guided Pathways and implementation of ACP's)  
Expand availability of services to students to address equity gaps and post-pandemic effects on education/career planning, including students of color have been disproportionately impacted.  
Students who utilize our services have higher course retention and course success rates compared to all other students. This is most notable in our 82% persistence rate compared to 55% for all other students.

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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**

**Q8**

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

Guided Student Pathways: This position directly supports Guided Student Pathways by promoting career planning before academic planning for a smooth onboarding process. As the first point of contact for students, this person will articulate services offered in order to schedule students with the appropriate career service.

Student Validation and Engagement: This specialized service applies to all students regardless of their degree or transfer goals. This specialist will directly assist students, as well as organize workshops, develop and maintain partnerships with instructors, Student Services, and employers. Their outreach and in-reach duties will increase the number of students served. The restructure and expansion of the Career Center will also help alleviate the 2-week counselor wait-time for appointments in General Counseling and reduce the number of Ed plan revisions due to major/career changes.

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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)

A Career Specialist would allow for smoother and timelier correspondence and scheduling requests from students, employers, instructors, and categorical programs/specialized populations. The demands required to host career fairs, campus related events, and meet faculty requests will improve. This position would advance our marketing and outreach efforts. Career materials, assessments and research tools can be updated and maintained on a consistent basis. The online job board would be effectively managed and utilized to its maximum. The absence of this position will negatively impact the ability to meet the changing needs and growing demands to the expansion and restructure of the Career Center. The Career Center model which has been supported by administration and endorsed by the academic senate, includes a classified staff that can support the operational functions of the center.

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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**