

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SUCCESS SPECIALIST

BASIC FUNCTION:

Under the direction of the assigned supervisor, coordinates student success and support related programs, components and activities; assists in the planning, coordination and implementation of support programs and services associated with the college plans, including the college Student Success and Support Program (SSSP) and Student Equity plans; assists in planning and coordinating follow-up and retention activities for at-risk students including those on probation and dismissal.

DISTINGUISHING CHARACTERISTICS:

Student Success Specialist performs responsible and varied work involved with planning, promoting and implementing the Student Success agenda. Work requires extensive interaction with participants/students, faculty, staff and others, well-developed organizational skills and specialized technical knowledge related to the provisions of student support services.

Student Success Specialist provides a variety of support services for students to assist them in achieving their goal of receiving their degree, certificate, or continuing their education at a four-year college or university.

TYPICAL DUTIES:

Manages student success and support program activities, including required steps for priority enrollment, follow-up and retention services. Provides high-level support in ensuring coordination and training for all the components of student success, and specifically those components outlined in the SSSP Plan.

May assist appropriate administrator/supervisor in budget development and coordination; prepares required state and district reports. Assists in conducting program review and strategic planning for the SSSP programs.

Provides leadership for student intervention programs. Participates in recommending, developing and monitoring systems to provide and track support services to new and continuing students. May train staff to provide student support related services, including but not limited to follow-up and retention activities.

Attends college, district, and departmental meetings in an effort to ensure coordination of support services, and follow-up activities. Assists in ensuring compliance with and implementation of student services related regulations, policies, and procedures. May assist in gathering and maintaining data and statistical information in an effort to ensure appropriate services are provided to students in compliance with district and state regulations, policies, and procedures. May provide daily training and supervision to students and temporary classified employees involved in student services activities.

Under the direction of the appropriate supervisor, may oversee college programs focused on student success, such as First Step, Summer Bridge, or other related programs. Provides extended orientation activities to connect First Time in College (FTIC) students to college programs and services. Participate in Senior Saturday events. Communicate with students to move them through

the Steps to Success and core services of Assessment and educational planning. Assist with professional development activities for faculty and staff to support student success and SSSP. Provides transition workshops and activities for entering students coming directly from high school.

KNOWLEDGE AND ABILITIES:

Knowledge of elements of correct English usage, spelling and vocabulary; letter and report writing procedures; and general office operations. Knowledge of computers, including word processing, Internet usage, maintaining and updating web pages, and database management. Knowledge of the objectives of the SSSP requirements and familiarity with components of a California community college; college programs and student services; and practices and trends in serving diverse and first-generation student populations.

Knowledge of techniques of fact finding and interviewing. Knowledge of general student services procedures; organization, functions and activities of a community college; and principles of leadership. Knowledge of academic support and student outreach and retention program design.

Skills in listening and asking appropriate questions; an awareness of others' reactions and an ability to adjust actions accordingly. Skill in identifying the nature of problems; developing approaches for implementing an idea or solution to a problem; and in evaluating the likely success of an idea in relation to the demands of the situation. Skill in developing a systems approach to problem-solving. Skill in communicating effectively with others orally and in writing as indicated by the needs of the audience; understanding written sentences and paragraphs in work related documents; and in working in a diverse community college environment.

The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and good judgment; work as a member of a team; and meet schedules and time lines. The ability to maintain accurate and complete records; and explain and interpret the function of matriculation and student support services. The ability to understand and carry out oral and written directions; read and understand information and ideas presented in writing; and speak to large groups. The ability to accept assigned procedures toward completion of tasks as well as assign tasks to others and provide appropriate supervision including feedback; compile data and prepare reports; and analyze and solve problems. The ability to make responsible decisions affecting students and student programs; effectively communicate college and district standards and procedures to students and the public; coordinate, plan, and schedule various activities and events; and advise and guide large groups in organizational functions.

EDUCATION AND EXPERIENCE:

Bachelor's degree in psychology, sociology, counseling, education, or related fields from an accredited college or university. Two years of responsible experience in student services on a college campus or in a community agency that provides services to students, young adults, or diverse community members.

LICENSES AND OTHER REQUIREMENTS: Valid California driver's license.

WORKING CONDITIONS: Duties are primarily performed in a student services environment while sitting at a desk or computer terminal. However, incumbents must drive to the various high schools to administer placement tests and to conduct various workshops for high school students. Incumbents have extensive interactions with students, frequent interruptions, noise from talking or office equipment, and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly sit for long periods of time, walk short distances, use hand and fingers to operate office equipment, reach with hands and arms, stoop, kneel, or crouch to file, are required to speak clearly and distinctly for the purpose of providing information or over the telephone; see to read fine print and operate a computer; hear and understand voices over the phone and in person; lift, carry, and/or move object weighing up to 25 pounds. Incumbents will stand for long periods of time while proctoring placement tests and conducting various workshops at the local high schools and other venues.