

**STUDENT SUCCESS SPECIALIST I - 82.5%, HISPANIC SERVING INSTITUTION**  
Santa Rosa Junior College

Closing Date/Time: 10/23/17

Salary: \$3,873.00 - \$4,710.00 Monthly

Job Type: Part-Time

Location: SRJC Santa Rosa Campus: 1501 Mendocino Avenue, Santa Rosa, California

Department: Hispanic Serving Institution

Filing Deadline: Monday, October 23, 2017

It is the candidate's responsibility to be sure that ALL required materials are submitted by 5:00 p.m.. on the filing deadline.

**COMPENSATION AND BENEFITS:**

- Salary Range: \$22.34 - \$27.17 per hour (2016/17 Classified Salary Schedule); maximum initial placement at \$24.65 per hour (placement within this range is based on assessment of previous experience as documented in application materials).
- Fringe Benefits: The District offers a competitive health & benefits package for employees and eligible dependents (benefits are pro-rated for part-time employees).
- Leave/Holiday Time: Full-time classified members earn 8 hours of sick leave and start off accruing 6.67 hours of vacation for each month worked (accrual rate increases after third year of employment and rates are pro-rated for part-time employees). Employees are also compensated for holidays recognized by the District (14 holidays/year, pro-rated for part-time employees).
- Classified employees are required to become a dues paying member of the Service Employee's International Union SEIU), or pay a service fee.

\*Candidate selected will need to successfully pass a pre-employment physical examination as a condition of employment.\*

**JOB DESCRIPTION:**

The Hispanic Serving Institution (HSI) Program at Santa Rosa Junior College is seeking a qualified individual with demonstrated customer service and office skills to join an outstanding team of faculty and staff to provide high quality services to our district, our community, and most importantly to our students. Under general supervision, provide assistance in the implementation of student success and retention and student equity programs in the assigned area/program, including the delivery of core student success and support services and student follow-up services; perform support duties requiring expertise in data gathering and reporting, office management, fiscal management, customer relations, or other specialized services; coordinate with faculty, staff, and administrators in programs related to student success and support.

This is a categorically-funded, Classified part-time position, 82.5% (33 hours/week, 217 days/ year).

Generally, the work schedule will be Monday - Friday, the hours will vary depending on the department's needs. On Occasions, this position will be requested to participate in special student events outside the normal hours of operation. Appointments are contingent upon funding and Board approval.

#### SCOPE:

The Student Success Specialist I, coordinates the daily support activities and operations in a student services area in order to support student success; provides student follow-up services; organizes and compiles reports related to student success.

#### DISTINGUISHING CHARACTERISTICS:

The Student Success Specialist I is distinguished from the Student Success Technician by having a broader scope in student services functions performed, including purchasing duties, web page maintenance and monitoring of retention programs.

#### Examples of Duties:

#### KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

- Performs support services for student success and support programs; may support multiple areas/departments; prepares reports and other documents.
- Interprets and implements District policies and procedures related to student success and equity and student services programs, including Family Educational Rights and Privacy Act of 1974 (FERPA).
- Monitors retention programs and referral services and coordinates follow up services for students.
- May monitor budgets and perform purchasing functions
- Maintains statistical records and confidential files for department(s) or area(s).
- Works with students, staff, faculty, and the public to implement goals and objectives of assigned areas/programs; resolves issues and recommends solutions related to student success.
- May present information and participate in community outreach activities.
- May maintain area webpages.
- May serve as a lead worker to other classified staff in the area.
- May supervise and organize the work of student and short-term, non-continuing (STNC) employees.

#### Minimum Qualifications:

### EMPLOYMENT STANDARDS

#### ABILITY TO:

Perform detailed support functions; prepare comprehensive reports and correspondence; analyze situations and take appropriate action; communicate effectively in English (Bilingual English/Spanish preferred); follow and give oral and written directions; develop and maintain statistical records; work independently with a minimum of supervision; interpret and apply District policies and procedures; maintain cooperative and effective working relationships; maintain confidential or sensitive information; provide effective customer service; demonstrate sensitivity to, and respect for, a diverse population.

#### KNOWLEDGE OF:

Standard office practices including proper English usage; current office equipment, technology and standard

office productivity software; fiscal management; Family Educational Rights and Privacy Act of 1974 (FERPA); planning of events and projects.

#### **MINIMUM QUALIFICATIONS:**

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

#### **Education:**

Associate's degree. Bachelor's degree preferred.

#### **Experience:**

Some (approximately 1-2 years of full-time equivalent experience) experience in providing services and maintaining collaborative working relationships. Experience in an educational setting preferred.

#### **LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

#### **SPECIAL REQUIREMENTS:**

Ability to lift up to 50 lbs. unassisted.

#### **Supplemental Information:**

#### **APPLICATION PROCEDURES:**

In order to be given consideration for this position, applicants must submit the following documents by the filing deadline:

- A completed Santa Rosa Junior College Employment Application and responses to Agency-wide Questions. Please provide contact information (phone number and email address) for three professional references.
- If applicable, completed Equivalency Form and supporting documents:  
<http://hr.santarosa.edu/sites/hr.santarosa.edu/files/ClassEquivApp.pdf>
- A brief cover letter explaining your interest in the position.
- Current Resume.
- Copies of all transcripts of all college level course work, including confirmation of degrees (unofficial copies acceptable (both sides), but official transcripts must be submitted prior to hiring). If transcripts are from an institution outside of the United States, applicants must provide a formal evaluation of their foreign degree(s) at the time of application. Contact the Human Resources Department for more information.
- Current DMV Driver report verifying a good driving record (within last six months). PLEASE SUBMIT ONLY MATERIALS REQUESTED.

Following the filing deadline, applications which are complete for screening will be reviewed by a screening committee. Approximately 2-3 weeks later, Human Resources will notify you whether or not you have been selected for interview. Those applicants most suitably qualified for the position/pool will be invited to interview with a Screening Committee. The Screening Committee may include representatives from the Faculty, the Administration, the Classified Staff, the Associated Students, and the Board of Trustees.

If you are in need of special services or facilities due to a disability in order to apply or interview for this opening, please contact the Human Resources Department.

<https://www.santarosa.edu/about-srjc/> (click here)  
<https://strategic-planning.santarosa.edu/>(click here)

## MORE ABOUT SRJC HUMAN RESOURCES

PHYSICAL ADDRESS: 1988 Armory Drive

MAILING ADDRESS: 1501 Mendocino Avenue, Santa Rosa, CA 95401

PHONE: (707) 527-4954

FAX: (707) 527-4967

EMAIL: [bhodenfield@santarosa.edu](mailto:bhodenfield@santarosa.edu)

The office is located in the Button Building on the Santa Rosa campus. All documents included in your online employment application become the property of the District. Your employment application for this opening will not automatically be considered for future openings. New employment application(s) must be submitted for each opening.

## CONDITIONS OF EMPLOYMENT (Prior to beginning employment):

- In accordance with Federal Law all employees must provide proof of eligibility to work in the United States.
- Must be fingerprinted and have background clearance (at applicant's expense); and
- Must take a TB test (once hired and every four years thereafter).Campus Security Policy and Campus Crime Statistics Act (Jeanne Clery Disclosure) Sonoma County Junior College District's annual security report includes statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus buildings or property owned or controlled by Sonoma County Junior College District; and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes institutional policies concerning campus security, such as policies concerning alcohol and drug use, crime prevention, the reporting of crimes, sexual assault, and other matters. You can read or obtain a full copy of this report by going to <https://police.santarosa.edu/>. Paper copies of the full report are available upon request by contacting Police Department Records at (707) 527-4963 or by coming to the Sonoma County Junior College District Police Department located at 2032 Armory Drive, Pedroncelli Center, Santa Rosa Campus.

## Equal Employment Opportunity

SRJC attracts and retains the most qualified faculty and staff from diverse backgrounds. This is achieved through an inclusive recruitment strategy and a rigorous, thorough hiring process that begins with the fair and consistent evaluation of each application for minimum qualifications and demonstrated skills specific to each position/assignment. Because the ability to serve students from broad cultural heritages, socioeconomic backgrounds and genders is a key commitment of the District mission, SRJC actively encourages applications from candidates who recognize the value that diversity brings to a professional educational community.

The Sonoma County Junior College District does not discriminate on the basis of race, religious creed, color, national origin, ancestry, ethnic group identification, physical disability, mental disability, medical condition, genetic condition, marital status, sex, gender, gender identity, gender expression, genetic information or sexual orientation in any of its policies, procedures or practices; nor does the District discriminate against any employees or applicants for employment on the basis of their age. This non-discrimination policy covers

admission, access and treatment in District programs and activities--including but not limited to academic admissions, financial aid, educational services and athletics--and application for District employment.

The Sonoma County Junior College District is an Equal Opportunity Employer.

To apply, please visit: <http://apptrkr.com/1092466>