CLASS SPECIFICATION
Student Support Services Specialist

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessionals
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, plans, organizes, arranges and assists in evaluating special events and activities for Project LAUNCH-eligible student/participants; provides technical and academic advice, support and referrals to Project student/participants; maintains, updates and submits assigned student data and information; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Student Support Services Specialist performs routine to moderately difficult planning and coordination activities to provide special events, activities and workshops for student/participants. Additionally, Student Support Specialist performs advising and referral duties to facilitate Project LAUNCH participants’ access to and use of academic, financial aid, career and other-related District support services available to them. Assigned work requires skills in event planning and coordination and an ability to effectively communicate with student/participants, who are first generation college students, low-income students and/or learning or physically disabled students.

Student Support Services Specialist is distinguished from other program specialist classes by the incumbent's focus on programs and support services for Project LAUNCH students.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Arranges, schedules, organizes, promotes, hosts and assists in evaluating activities and events for Project LAUNCH participant/students, including cultural activities, campus tours, job shadow days and workshops; determines and secures event locations; makes set-up, scheduling or other pertinent arrangements; secures and coordinates with external event participants (e.g., job shadow partners) or vendors, as necessary; prepares and distributes informational and marketing materials; coordinates or conducts tours; hosts events; assists in evaluating success of events and develops and provides recommendations for improvement; assists in identifying new activities/events, as necessary.

2. Provides advice and assistance to Project LAUNCH participant/students, within scope of authority and expertise; meets with participants and obtains a variety of information; identifies appropriate District resources and provides referrals for additional academic, tutoring, career or other related support services; assists participants/students in completion of necessary paperwork, such as financial aid applications; provides routine information about four-year college/universities admissions/transfers or refers student to appropriate expert source; tracks and maintains contact with
students to monitor progress and identify and resolve or recommend action to resolve issues; supports and encourages students, as necessary and appropriate.

3. Provides detailed student information for required program reports; compiles, organizes, prepares and submits student information.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, conferences, workshops and seminars.

QUALIFICATIONS

Knowledge of:

1. Project LAUNCH goals, objectives, policies, practices and procedures
2. Federal, state and local laws and regulations and court decisions and District policies and procedures applicable to assigned areas of responsibility.
3. Special event planning methods, techniques and practices.
4. Cultural and socio-economic issues relevant to the provision of education and support services to Project LAUNCH population.
5. District resources available to provide assistance to program participants.
6. Basic methods and practices of public outreach and involvement, including marketing techniques and practices.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

Ability to:

1. Organize and execute a variety of special events and activities related to Program.
2. Provide effective guidance, assistance and information to students, within scope of authority and expertise.
3. Operate a computer and other standard office equipment.
4. Organize, set priorities and exercise sound judgment within areas of responsibility.
5. Communicate clearly and effectively, both orally and in writing.
6. Understand and follow written and oral instructions.
7. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
8. Establish and maintain effective working relationships with College management, faculty, staff, students, the public and others encountered in the course of work.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree in social sciences or a closely related field; and at least one year of progressively responsible program administration experience, preferably working with participants with diverse socio-economic and cultural backgrounds; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; perform work on multiple concurrent tasks; and interact with student/participants; District management, staff, the public and others encountered in the course of work

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.