

STUDENT SERVICES OFFICE SPECIALIST

DEFINITION

Under direction, coordinates and performs complex technical administrative work in support of multiple state and federal initiatives; monitors, aligns and provides reports on detailed budgets; researches, gathers, processes and maintains highly complex information; answers questions from faculty, management, and other staff regarding areas of assignment; may provide advanced secretarial support to a senior or executive manager; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single position, specialized technical administrative class within the Yosemite Community College District (YCCD). The incumbent has specialized and complex administrative responsibilities that require advanced technical knowledge of Community College System-wide initiatives, Title V and Title IX regulations, and budget restrictions in order to make decisions and complete assignments. The incumbent also provides broad operational or administrative support and may provide administrative or secretarial support for a senior or executive manager.

SUPERVISION RECEIVED AND EXERCISED

The incumbent in this class works under the direction of an executive manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. The incumbent plans and/or determines specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to the supervisor.

An incumbent in this class does not directly supervise other full-time employees, but may serve as a lead worker by assigning, directing and/or monitoring the work of subordinate full time employees on a regular basis.

EXAMPLES OF DUTIES (*Illustrative Only*)

- Coordinates and performs difficult technical administrative work related to division scheduling, workload, overtime, staffing needs, and budget management.
- Serves as a liaison for California Community College Chancellor's Office initiatives, plans, reports and budgets.
- Monitors and assists with Title IX regulations and processes.
- Tracks, monitors and reviews budget expenditures; ensures expenditures are in compliance with federal and state regulations and District policies.
- Serves as a technical resource to others regarding areas of specialty; answers Student Services questions regarding alignment of multiple student-focused initiatives; assists other administrative staff with questions regarding student support service delivery; explains and interprets District policies, regulations and operational procedures.
- Performs highly complex research on internal and external data, methods, mechanisms and processes; performs advanced technical data analyses and comparisons; monitors and reviews legislation; compiles, prepares and presents summaries to management for evaluation.
- Develops and runs complex computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares summary reports.
- Organizes, plans and develops work accomplishment time lines.

- Enters, maintains, tracks, evaluates and presents complex data maintained in manual and/or automated systems.
- Develops and prepares part-time/overload budgetary projections for management review.
- Establishes and maintains complex file and record systems, including those for confidential and sensitive materials.
- Independently responds to complex inquiries and correspondence; prepares information and data requested for administrative review; prepares reports, files, correspondence, contracts and other documents; may develop and prepare visual presentations, flyers, and graphic materials; may attend meetings and take minutes; may update web pages.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Modern office practices, methods, and procedures pertaining to budget development and management.
- Advanced knowledge of Excel.
- Legal mandates, policies, regulations and procedures pertaining to assigned functions.
- Advanced English usage, spelling, grammar, punctuation, and arithmetic concepts.
- Technical methods of research, data compilation and reporting.
- How to take appropriate notes and minutes at meetings.
- Advanced techniques and strategies of administrative organization and follow through.
- Standard office machines and equipment, including computers.
- Operational procedures, policies, rules, and regulations specific to the assignment.

Ability to:

- Perform complex and technical administrative work requiring accuracy and attention to detail.
- Prepare clear and concise reports.
- Accurately interpret legal mandates, District policies, rules, and regulations, and apply them to a variety of operational procedures.
- Effectively and efficiently operate a personal computer.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual

papers, write and take notes.

- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- Education: Possession of an associate's degree from an accredited college or university, with major course work in business administration or a closely related field.
- Experience: Four years of increasingly responsible administrative support experience, including two years performing technical administrative work related to budget planning and monitoring.

Special Requirements:

None