

**College of the Siskiyous  
Job Description**

**Job Title:** Program Specialist 3 –Student Services Advisor **FLSA:** Non-Exempt  
(Counseling, EOPS/CARE, SSS, Upward Bound, CalWorks, Recruitment)

**Group:** Classified **Salary Level:** 14 **Salary Schedule:** Classified

**GENERAL SUMMARY**

Under direction and supervision, coordinate the daily operations of specific programs using a case management approach. Provide academic advising and related services to students including orientation, registration assistance, monitoring progress and developing intervention strategies to enhance student retention and academic success. May work in other campus locations and perform outreach activities in the community and at local schools. Performs other duties directly related to this job description.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

**General Duties**

Coordinate the daily logistics of programs in the delivery of specialized services to students.

Provide support in the area of academic advising and the provision of student support services at both the Weed and Yreka campuses and high schools. Includes assisting students with course scheduling, education plan updating, distance advising, basic financial aid appeals, basic veterans benefits plans, graduation petitions, general education certification, transcript evaluations, and other academic processes. Follow-up with high-risk students.

Coordinate the recruitment and assessment of students to determine needs for academic and program support. Make appropriate recommendations and referrals to campus services and services off campus.

Assist in the recruitment, selection, training, evaluation, and supervision of student staff.

Develop and monitor support programs and activities designed to facilitate the achievement of student's educational goals; these may include orientation, tutorial services, and extracurricular activities such as field trips to college campuses, personal enrichment workshops, cultural activities, honors banquet, and graduation reception.

Perform research and data gathering to assess program and participant success and assist in preparing grant proposal, as needed

Prepare reports; create flyers and informational materials.

Conduct student recruitment locally and out of the area.

Conduct student success workshops

Answer telephone calls and e-mails from teachers, counselors and parents.

Participate in campus committees.

Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

**Specific Duties**

***Counseling Area***

Assist with all advising functions except unilateral creation of student educational plans and personal counseling.

***EOPS/SSS Area***

Administer financial grants to students.

***CalWorks Area***

Oversee the work study and childcare reimbursement services. Coordinate program eligibility and services with the county Human Services Department.

***Recruitment & Outreach***

Develop and implement annual recruitment plan and budget in conjunction with the marketing plan.

Prepare marketing materials for recruitment working with the public relations office.

Coordinate participation in college and county fairs.

Prepare campus tour information and coordinate campus tours.

Maintain recruitment website.

***Upward Bound Area***

Assist in the recruitment, assessment, and success of program participants. Assist in the recruitment, selection, orientation, and training of all program staff, including high school teachers, tutors and summer residential staff.

With feedback from Director and school personnel, design and plan curriculum for summer school program that includes, technology and the California High School exit exam (or CA HSEE)

Provide academic and career advising to program participants in one-on-one and/or small group advising sessions.

Travel to schools, conduct visits with students.

Plan for monthly workshops and stipends.

Maintain close relationship with parents, targeted schools and agency personnel, program participants.

**TRAINING AND EXPERIENCE**

**Minimum Qualifications:**

1. Earned Bachelor's degree from an accredited college or university.

**Preferred Qualifications:**

1. Two years experience working with college students in an educational setting.
2. Background in support program development, academic advising, tutoring, or testing helpful, but not required.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Knowledge of the principles and practices of academic advising.

Knowledge of a caseload approach as used to provide advising services in a community college setting.

Knowledge of theory and practice related to working with students of diverse backgrounds, ethnicities, and levels of academic preparation.

Knowledge of student support services such as financial aid, counseling/advising, disabled student programs, transfer, career development/employment, testing, and tutoring.

Knowledge of California Community College matriculation processes and requirements.

Knowledge of college course articulation and the role it plays in the academic advisement of students.

Knowledge of the California Master Plan for Higher Education, including an understanding of the unique role of the community college as defined in that plan.

Knowledge of the steps that students must take to transfer from a community college to a four-year institution

Knowledge of different learning styles and the implications of these styles when attempting to convey academic advising information to students.

Knowledge of basic career assessment, development, and employment processes and resources.

Knowledge of general functions, policies, rules and regulations of a community college.

Knowledge of proper office methods and practices.

Knowledge of letter and report writing, budgets, computers and word processing programs and mathematical computations.

Knowledge of office management techniques and procedures.

Knowledge of public and human relations skills.

Ability to communicate effectively verbally and in writing.

Ability to operate a computer and use computer software including current version of Windows, Microsoft Office Suite and website development and maintenance software.

Ability to work with a culturally and economically diverse student body, as well as, with students with disabilities.

Ability to assist students with understanding college policies, procedures and processes.

Ability to effectively advise students who have different learning styles and differing levels of academic achievement.

Ability to use sound judgment and be fair and consistent in the application of college policies and procedures in the advising process.

Ability to work with counselors to analyze student needs and make determinations as to the appropriate course of action.

Ability to learn, understand, and be able to explain the meaning of assessment scores and be able to articulate and apply the concept of “multiple measures” in recommending appropriate courses.

Ability to assist with research projects as requested; apply research results to program planning and advisement services, as appropriate.

Ability to design and make presentations to groups of students and community members.

### **WORKING CONDITIONS**

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Light to moderate stress level.

### **ENVIRONMENTAL CONDITIONS**

Indoor work environment – normal temperature.

Occasional exposure to outdoor weather extremes.

### **CONTACTS**

Daily contact with students and College staff.

Occasional contact with parents, community members and outside agency personnel.

### **OCCUPATIONAL CERTIFICATES/LICENSES**

Valid California driver’s license and insurance.

### **EMPLOYMENT STANDARDS**

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

**Approved: 8/07**

Siskiyou Joint Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Siskiyou Joint Community College District will provide reasonable accommodation to qualified individuals. Siskiyou Joint Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.