



JULY 2009
FLSA: NON-EXEMPT

STUDENT LIFE SPECIALIST

DEFINITION

Under general supervision, performs a variety of administrative support duties in support of the Office of Student Life and the Associated Student Body, including planning, organizing, and overseeing the operations and functions of the office; promotes, coordinates, and assists in the development of student life programs and services; acts as liaison to facilitate students with resources of the Student Center and Student Life Office; provides information to the public and program staff; provides assistance for a wide variety of assignments related to the development and implementation of program projects and services; monitors activities at the Student Lounge, assuring a safe, clean environment by preparing the facility through the set-up of furnishings and equipment for meetings and special events; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Special Programs and Services. May exercise technical or functional direction over lower-level staff and student workers.

CLASS CHARACTERISTICS

This is a journey-level class responsible for the oversight and coordination of the office of Student Life and the Student Center. Responsibilities include performing specialized office support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with staff and the public, as well as performing various research functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates and oversees the administrative activities of the Student Life office; collects data and prepares technical, statistical, and financial studies, reports, and presentations; participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs.
- Oversees and monitors the facilities and activities of the Student Center; ensures that sites are maintained in a clean, safe, orderly, and secure condition.
- Performs a variety of general administrative duties such as answering phones; customer service; compiling program statistics; preparing simple reports; composing letters, memoranda, and fliers; data entry, filing, and copying; and monitoring expenses.

- Reviews and approves student activities in the Center including monitoring the posting and distribution of newsletters, brochures, fliers, and pamphlets.
- Schedules the use of Student Lounge, outside campus areas, and campus display cases; including the updating and publishing of a weekly, monthly, and yearly calendar of campus events.
- Assists the public and staff with event planning, room set-up needs, clean-up concerns, needs for tables, chairs, risers, any audio/video equipment, podiums, public address systems, or lighting.
- Plans, staffs, and supervises scheduled special events, including set-up and take down of furniture for classes and lectures.
- Contacts police, fire, and emergency medical services regarding medical emergencies and injuries as required.
- Processes College Services Cards (student identification cards) on computerized photo system as part of the student registration process; trains student assistant(s) to do the same.
- May work closely with representatives of other public, non-profit, and private organizations, including other college and school districts and community groups.
- Responds to and resolves inquiries and concerns from participants, faculty, and staff.
- Plans, organizes, assigns, directs, and reviews the work of assigned student workers; performs and assists in the recruitment, selection, and evaluation of student workers; ensures the most effective use of workers and materials resources; trains workers in work procedures and recreation activities.
- Provides input into budget requests and administers program budgets after adoption; may prepare and assist in the administration of various grants.
- Maintains an inventory of necessary supplies and equipment and makes approved purchases as needed.
- Provides administrative support to the department, such as conducting special projects, reports or compiling statistics.
- Attends and participates in program-related community activities and professional conferences and meetings concerned with the development and implementation of related programs and/or projects.
- Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area and prepares reports for management.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Provides information to the public or District staff that requires the use of judgment and the interpretation of rules or procedures; meets with the public or District staff to obtain data, interpret information, and answer questions; prepares correspondence independently to answer questions, request information, or provide explanations.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other assignment-specific equipment; may perform basic maintenance and troubleshooting on assigned equipment.
- Maintains accurate records of work performed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and service delivery needs related to the area(s) to which assigned.
- Procedures for planning, implementing, and maintaining assigned facilities and activities.
- Applicable codes, regulations, policies, technical processes and procedures related to the area to which assigned.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Recordkeeping principles and procedures.

- Modern office administrative and secretarial practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Plan, oversee, and coordinate operations and activities of assigned areas and facilities, as well as student workers.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned areas.
- Interpret, apply, explain, and ensure compliance with District policies and procedures.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to obtaining an Associate of Arts degree with coursework in education, student development, recreation, or related field, and two (2) years of increasingly responsible experience related to the duties of the assigned program.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file

information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.