

FEATHER RIVER COMMUNITY COLLEGE DISTRICT

570 Golden Eagle Ave., Quincy CA 95971

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www.frc.edu

PROGRAM STAFF SPECIALIST II – STUDENT SUCCESS PROGRAMS

DEFINITION:

Under general supervision of the Director of Student Success Programs and in assistance to the Mental Health and Wellness Counselor, provides a variety of complex, responsible clerical support to various program areas within student services that include program intake and screening, data entry, and maintenance of student and program files; provides information and assistance to students regarding student services programs and makes referrals for individuals seeking services; assists in the preparation and maintenance of program budgets and completing federal, state, and local reports; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This job is distinguished from other jobs by its focus on clerical support for various tasks within student service program areas, assistance with program budgets and reporting, and responsibility for independent initiation and processing of various activities related to student services.

CLASSIFICATION:

- FLSA Non-Exempt
- Classified – CSEA
- Date Modified: March 2023
- Categorical (grant) Funded – employment contingent on continued funding

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provides customer service in person, on the phone, and via email for various programs within student services; screens and routes calls and identifies urgency and priority of the matter; schedules appointments and meetings, provides backup clerical support for other programs in the same department.
- Provides and relays information to students and others; and maintains contact with a variety of college departments and external agencies.
- Identifies and sets up referrals after determining appropriate resources available.
- Assists students using computers with logging in, accessing software, and operating programs; completing intake and screening paperwork and reviews completed forms for the department
- Assists with program communication and outreach efforts including website updates and social media posts.
- Establishes, maintains, and cross-references a variety of files related to the department, students, and prospective students.
- Collects, compiles, summarizes, and analyzes program and student statistics; inputs program and service data into the database for tracking, reporting, communication, and outreach; accesses information and generates reports.
- Prepares a variety of reports on program statistics, services, and activities; prepares correspondence; assists in or prepares a variety of federal, state, and local reports.
- Prepares a variety of handbooks, forms, requisitions, and other materials from drafts, notes, or instructions; designs and prepares forms for various program areas; proofs and edits documents.
- Drafts and monitors budgets, travel requests, purchase order requisitions, and budget transfers.
- Schedules meetings, disseminate agendas and transcribes minutes for the department.
- Partners in department webpage and social media content development
- Opens, screens, and routes incoming mail; prepares outgoing mail.
- Assists in training, assigning, and overseeing the work of student employees.

Essential Duties Specific to Program Staff Specialist II - Wellness and Student Success Center

- Supports efforts of Mental Health and Wellness Counselor
- Serves as a resource and support for all assigned programs such as Basic Needs, CalWorks, NextUp/Foster Youth, Veterans and Undocumented Students.
- Assists and provides logistical support for events and activities, including those that may occur outside of normal working hours

Knowledge of:

- Procedures and requirements for student program eligibility
- Principles and rules of English writing, grammar, spelling, and punctuation
- Principles of business mathematics
- Computer operations, including Microsoft Word, Excel, PowerPoint, and Outlook
- Formats and standards for typed and word-processed materials
- Modern office practices and procedures including filing, office equipment operation, reception, and scheduling
- Resources available and student services on and off-campus

Skill in:

- Composing correspondence, minutes, memos, brief newsletter and other materials
- Reading, interpreting, and applying policies, procedures, and regulations relating to the programs
- Establishing and maintaining effective working relationships with others.
- Effective oral and written communications with students, parents, and school staff
- Preparing effective written reports and correspondence
- Operating standard computer software, including Microsoft Office applications (Word, Excel, Outlook) and databases.
- Preparing and maintaining a variety of records, forms, and reports
- Performing skilled clerical work in support of the programs; including word processing, computer spreadsheets, data entry, filing, office equipment operation, reception, and scheduling
- Prioritizing workload, meeting deadlines, and working effectively in an environment with multiple demands and frequent interruptions.

Other Requirements:

- May require some evenings and weekends

MINIMUM QUALIFICATIONS:

- High school diploma and 1 – 2 years customer service experience in an office environment, OR Associates Degree, OR coursework in office management.

DESIRABLE QUALIFICATIONS: A combination of education and experience equivalent to:

- Community college experience is preferred
- Customer service experience
- Demonstrated sensitivity to and understanding of the diverse academic and socio-economic, cultural, disability, and ethnic backgrounds of community college students and staff

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties with or without accommodation are:

- Vision to assist students with academic materials, prepare and process paperwork, and read computer screens
- Hearing and speech to understand and respond to questions, to provide instructions and to communicate effectively in individual and group settings
- Hand and finger dexterity to operate computer keyboards and manipulate books, papers, and files

This work is performed in an office setting.