

GROSSMONT-CUYAMACA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST - TRANSFER CENTER

RANGE 28

SUMMARY:

Under the direction of the Dean, Counseling & Student Development performs a variety of specialized duties related to the organization and coordination of services and activities in the Transfer Center. Maintains and develops resources related to college transfer. Prepares related records and reports; serves as resource to students, faculty, staff and others.

ESSENTIAL FUNCTIONS:

Organize and coordinate the day-to-day activities of the Transfer Center; utilize the SARS appointment scheduling system, and schedule appropriate staff coverage for Center.

Provide information and assistance, both individually and in a group format, to students, faculty, staff and community members regarding the use of facilities and resources related to college transfer.

Develop and maintain a current resource center containing college transfer literature, files, and other access information.

Plan, organize, coordinate and promote college fairs, college days, transfer workshops, college visits, transfer-achievement ceremony and other specialized transfer-related events and activities; develop new programs to meet student needs.

Schedule counseling appointments and obtain student transcripts prior to the appointment; arrange group meetings and college representative visits.

Prepare, promote, publicize and disseminate a wide variety of written materials including correspondence, reports, newsletters, brochures, manuals and guides.

Provide assistance to students on completing university admission applications.

Prepare reports, memoranda, correspondence, requisitions, work orders, purchase orders and other documents related to assigned functions.

Develop, maintain, and retrieve data from a variety of computer database systems for tracking and to generate reports related to student records and mailing lists.

Operate a personal computer and a variety of college research and word processing software; operate business machines such as calculator, copier, microfiche viewer/printer, etc.

Participate as directed in the training and direction of hourly personnel and student workers.

Maintain departmental area(s) in a safe, clean and orderly condition; assure compliance with established safety procedures and regulations.

Maintain currency of qualifications for area of assignment.

Troubleshoot problems with office equipment, computer system and office infrastructure.

SECONDARY FUNCTIONS:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

College transfer literature and the development and maintenance of a transfer library.

Interviewing and student advisement techniques.

Modern office practices, procedures and equipment including telephone techniques and etiquette.

Recordkeeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Computer software and internet usage.

ABILITY TO:

Organize, schedule and coordinate activities and programs in the Transfer Center.

Provide information and assistance to students, faculty, staff and community members utilizing the Transfer Center.

Prepare narrative and statistical records and reports.

Communicate effectively both orally and in writing.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Operate a personal computer including various software packages to enter and retrieve data using keyboarding skills in an efficient and effective manner consistent with requirements of the position.

Plan and organize work; work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Train and provide work direction to others.

EDUCATION:

Graduation from high school or equivalent supplemented by specialized training in social or behavioral sciences

EXPERIENCE:

Increasingly responsible clerical experience in a student advisement, college transfer, or other similar student services program.

WORKING CONDITIONS:

Typical office; Transfer Center environment.

Est. 1/90

Rev: 5/92

Rev: 7/97

Rev. 1/03

Rev.9/06