RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Student Success and Support Programs Assistant

BASIC FUNCTION: Under the direction of the area Vice President, works with faculty, counselors, deans, student services staff, and appropriate committees to assist in maintaining and improving student success and support programs processes and procedures.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. Runs Academic Standing each Spring and Fall Semester after grades are in for all students; runs individual standings during the year as necessary.
2. Assists staff with problems arising from student information system and scheduling software; reports problems to Info Services as necessary; sends email updates to faculty and staff; suggests ideas to create or improve processes in student information system and scheduling software.
3. Provides leadership in: coordinating the probation/dismissal process including setting timelines; registration holds; and mail merging and sending notifications through Communications Management.
4. Analyzes student files; makes independent judgments in accordance with the State and District Board Policies.
5. Completes SARS upload so contacts are uploaded to Colleague for MIS data.
6. Coordinates with various areas to collect student success and support program contacts, completes batch uploads, and verifies MIS data before it is submitted to the State.
7. Assists with completing various student success and support program reports and plans submitted to the CACC Chancellor's Office.
8. Sends notifications to target student groups to promote development of Student Educational Plan.
9. Assists in developing and implementing goals and objectives for student success and support program functions.
10. Runs Prerequisite Drop Report; identifies students who are pending or have not met a prerequisite; send notifications; tracks students and drop students; contacts appropriate staff to explain proper procedures for prerequisite overrides.
11. Processes assessment retest appeals and prerequisite validation petitions; answers questions from faculty, staff and students regarding appeals; tracks and forwards appeals to appropriate person.
12. Supervises process for Early Alert process; keeps faculty and staff informed of process; and answers questions and sends letters; and participates in discussions for improvement of process.
13. Assists in reviewing and revising student success and support program publications.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other duties, related to the position, as assigned.

EDUCATION: An associate of arts degree from an accredited institution is required. Bachelor's degree is preferred.

EXPERIENCE: Three years of closely related experience in a student success and support program - related position is required. Experience working with a student system is desired.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Word processing, database management, and spreadsheet software applications; information processing techniques and computer literacy; rules, regulations, procedures, and policies of the student success and support program; oral and written communication skills.

ABILITY TO: Perform technical duties of complex difficulty in student success and support program process; work independently with little direction; answer general questions of staff, students, and the public relative to student success and support program; train and provide work direction to others; establish and maintain effective working relationships with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, faculty, other departmental staff, and students.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.