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RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

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JOB TITLE: Student Services Specialist

BASIC FUNCTION: Under supervision of the area Dean/Supervisor, provides technical support related to coordination and operational needs in Admissions and Records and performs tasks related to assisting students, faculty, and staff with the registration processes.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) employees and/or student workers.

REPRESENTATIVE DUTIES:

1. Assists as needed in coordinating the work schedules and tasks for staff and student workers; assists in interviewing and ongoing training of short term staff and student workers; prepares part-time and student worker time sheets as requested by management

2. Downloads, imports, and moves-to-student the admissions applications data from the online application into the Datatel/Colleague system; requires knowledge of data records, student records and Datatel; assigns IDs, identifies and corrects error reports

3. Works with the online application control center to manage admissions applications functionality; sets academic term dates and runs applicant submission reports; communicates with online HQs on issues affecting access and functionality of the application.

4. Prepares electronic correspondence through knowledge of the Datatel Communications Management system; notifies students of their WebAdvisor and email usernames

5. Updates the Admissions and Records Timeline, Schedule of Classes, Information Guide and other Admissions and Records publications as requested; creates and develops informational brochures and flyers.

6. Serves as the college lead in determining whether students meet residency requirements for enrollment and billing purposes; makes decisions on appeals involving knowledge and analysis of Title 5 regulations as outlined in the *Student Attendance Accounting Manual*, legal updates from the State Chancellor's office, federal immigration policies, and local Board policy; is knowledgeable about U.S. government issued visa types

7. Provides information to veterans on VA regulations and district requirements for using VA benefits at the college; oversees process, checks for accuracy in certifying; monitors students' progress toward goal in compliance with VA regulations; serves as a certifying agent as appropriate; monitors and audits VA students' files for enrollment certification, program approval, reporting unsatisfactory progress, "F" grades and changes or termination of enrollment. Provides billing report on vocational rehab students to Student Accounts.

8. Processes and researches in accordance with district, state and office policies, various student petitions and instructor initiated requests, including but not limited to, Administrative Correction Forms, Late Add Petitions, Requests for Grade After Term has Ended Form, Credit-By-Exam, Extenuating Circumstance Petitions, as well as all student information changes; makes changes to student records such as authorized posting of grades, reinstatement and adding/dropping classes.

9. Initiates processing of refunds, billing, and rebilling of student accounts; performs extensive research of student records for accuracy; may correspond with students upon completion of account and record

June 2010

modification as it applies to appeals and petitions permissible by district and state established policies and procedures.

10. Maintains Admissions and Records web pages; requires knowledge and application of web software; creates pages, forms, and modifies pages with formatted text and hyperlinks; posts and updates information

11. Performs extensive data entry on an administrative computer system that involves multiple data screens in order to process applications, registration, and issue receipts/schedules and documents for optical scanning and records retention.

12. Investigates and resolves student complaints; tests functionality of systems and databases; and recommends corrective action for area of responsibility.

13. Provides specialized information and technical assistance to students and the public during special programs presentations, orientations, and/or workshops; provides information at the counter, over the telephone; and via email regarding admission, applications, registration, fees, refunds, and transcripts.

14. Develops and implements procedures pertaining to the retention of accurate student records such as duplicate and merged files; examines, analyzes and alters data to preserve an accurate student record; serves as a lead to Student Services Technicians to ensure accurate data transfer and retention.

15. Maintains, monitors, and assists with optical scanning, record retention, and document destruction as it relates to college and state regulated policies and procedures.

16. Collects and cashiers College fees; reconciles the cashiering sessions on a daily basis; opens safes, distributes cash bags, parking permits, prepares deposits.

17. Assists in training staff in computer software applications, policies, procedures, and assists in preparing work schedules for office coverage

18. Serves on a variety of committees as requested.

19. Prepares variety of reports including the necessity to verify data and report outputs.

20. Serves as a lead to assist other departments on and off campus on issues relating to the Datatel software system, student academic records, admissions and registration policies/procedures, online application and WebAdvisor functionality.

21. Advises and orients instructional, financial services and counseling staff regarding Admissions and Records policies and procedures.

22. Processes transcript and enrollment verification requests; may also process requests for student records subpoenas.

23. Participates in District-provided in-service training programs.

24. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.

25. Performs other duties, related to the position, as assigned.

EDUCATION: Associate degree is required. Bachelor's degree preferred

EXPERIENCE: Two years of closely related, varied, data and technical experience are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: District mainframe software system, online applications, web page management, VA benefits, residency for tuition purposes, and word processing/computer applications.

ABILITY TO: Utilize modules of Microsoft Office; communicate effectively; perform a variety of technical and student service duties; make computations quickly and accurately; provide excellent customer service; establish and maintain effective working relationships with others.

June 2010

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, other departmental staff, students, campus police, and the general public.

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.

June 2010