

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Student Success Specialist

BASIC FUNCTIONS: Under the supervision of the Area Manager, provides administrative support, coordinates activities associated with supplemental instruction and other programs and initiatives.

PROVIDES WORK OR LEAD DIRECTION: Student and short-term workers.

REPRESENTATIVE DUTIES:

1. Responsible for providing administrative support and assistance.
2. Organizes and assists with day to day operations of the office including assistance with grants, faculty internships, supplemental instruction, and other forms of instructional support.
3. Schedules, arranges and confirms appointments, meetings, and conferences, and maintains administrator's calendar; arranges travel accommodation.
4. Provides information and answers complex questions from students, staff, and the general public regarding District/college programs, policies and procedures as well as programs and services offered within the department.
5. Conducts tracking of monthly department staff, faculty, and student/short-term worker timesheets and payment for special projects related to grants.
6. Schedules and maintains master calendar for department.
7. Performs a wide variety of data entry information utilizing specific data formats and various software; checks and reviews data for completeness and conformance with established process and procedures.
8. Assists in developing surveys and other assessment measures and compiling results, as well as compiling research and data reports.
9. Regular consultation with student and hourly staff for training, lesson design, identifying needs, discussion and progress and feedback for the delivery of supplemental instruction and other instructional support provided by the department.
10. Plans and coordinates meetings and workshops for student and hourly staff.
11. Orders, inventories, stores, and issues department/program office supplies.
12. Maintains a variety of complex files, budget records and other fiscal records; records expenditures, transfers funds and maintains current account balances for the office.
13. Tracks and verifies invoices; prepares requisitions using District's software package.
14. Maintains current knowledge of computer systems (Datatel, Microsoft Office, etc.).
15. Maintains an understanding of current ideas, research, and practices pertaining to the areas of responsibility, including but not limited to, administrative support, grants, and learning resources.
16. Collaborates with faculty and staff to carry out the initiatives and programs of the department.
17. Participates in professional organization such as local, regional, and state activities to promote the Riverside Community College District.

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Minor Revisions 10/10

18. Participates in District-provided in-service training programs.
19. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
20. Performs other duties, related to the position, as assigned.

EDUCATION: Possession of an associate's degree from an accredited college or university. Bachelor's degree is preferred.

EXPERIENCE: A minimum of two years of closely related experience in working with students, staff, faculty, and administration in the capacity of grants, research and assessment, tutorial services and/or academic support services is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Grants, Microsoft Office software package, teaching and learning theories.

ABILITY TO: Communicate clearly with others; engage in creative problem solving; prioritizing; work independently and effectively with diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students (E.C. 87360a); establish and maintain effective customer services; have organizational skills and initiative.

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, staff, faculty, students, and administrators.

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.