



STUDENT MATRICULATION SPECIALIST

DEFINITION

Under general supervision, provides ongoing support and services to students through the matriculation process, career and transfer process, student success programs, and other counseling services which lead to student academic success; collaborates with local high schools, community organizations and other educational institutions to facilitate student participation; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing specialized duties in support of facilitating and implementing the District's educational counseling programs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Provides ongoing support and services to students by performing a diverse range of specialized tasks and/or coordinates programs such as the Pathways Program which facilitate the recruitment, assessment, placement and enrollment of students; supports activities for divisional engagement centers; may develop external relationships within the community to communicate District program offerings to students.
- Provides support to counselor and students in the development of individual first semester educational plans based on student college placement surveys, selected major and/or transfer requirements for all incoming first year students; confirms that students have a Student Educational Plan (SEP) on file or encourages the development of an SEP.
- Collaborates with a counselor to verify course selections by students which are best suited to their college majors or transfer requirements based on counselor approved SEP; prepares files, transcripts, correspondence and reports.
- Coordinates appointments and workshops for university admissions counselors every semester with public and private higher educational institutions.
- Coordinates, develops and promotes transfer preparation, information, and application workshops, fairs/expos, and related events; schedules appointments and workshops for transfer counselors; facilitates student orientations and information sessions.
- Collaborates with a variety of college support services, academic services, and specialized programs to maximize resources and services to students.
- Creates, implements and facilitates workshops to support student academic success including, but not limited to, student success strategies, community building, study skills, resume building, networking and related topics.

- Collaborates with counselors to assist updating counseling materials and website information, including but not limited to the student handbook, calendars, schedules and general counseling handouts for students.
- Creates, implements and facilitates outreach activities including college tours and presentations on District programs and services; develops informational materials such as flyers, newsletters and brochures; participates in social media outreach.
- Coordinates and engages in student follow-up activities related to counseling projects and initiatives through phone call, e-mail and social media.
- Provides direction related to college policies and procedures; assists students in the enrollment application process; discusses resources, programs and services available throughout the District and local community.
- Reviews and interprets a variety of college assessment tests; advises and provides assistance to students regarding queries and/or issues pertaining to assessment testing.
- Create and provide professional development tools and training to student employees.
- Maintains electronic database, files, documents and student records.
- Address current and incoming student emails regarding articulation, course selection, transfer agreements with four-year universities, and equity program requirements.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- District academic policies and procedures pertaining to admissions and transfer requirements.
- Student matriculation requirements, policies, processes, and procedures.
- Principles and practices of supporting counseling programs and services.
- Methods and techniques of Student Educational Plans.
- Methods and techniques of evaluating student assessment tests.
- Methods and techniques of preparing materials and delivering workshops and topics related to student academic success.
- Principles of reasonable accommodation as it relates to student matriculation, attendance, testing and equipment.
- A diverse range of programs available to students, including eligibility requirements and application processes.
- District and community resources available to students.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Educational challenges experienced by at-risk students, and resources to address these challenges.
- Community socio-economic and cultural demographics.
- Juvenile justice systems as they relate to student eligibility and monitoring within assigned programs.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level/volume of customer service, by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
- Evaluate student documentation to determine eligibility for admission, and/or program participation.
- Assess student needs and coordinate educational and personal community-based services.
- Assist students in navigating through the Student Educational Plan process.
- Work effectively with a multi-cultural and diverse student population including low-income, at-risk and special needs individuals.
- Evaluate and coordinate the educational services and equipment needed for students with disabilities.
- Coordinate outreach activities in assigned programs.
- Maintain confidential and comprehensive files and records.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree with coursework in education, student counseling or a related field.

Experience:

- Three (3) years of increasingly responsible experience providing support to a comprehensive student education program serving students in the matriculation process, counseling services program, or a related field.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.