

STUDENT CENTER SPECIALIST

DEFINITION

Under general supervision, provides a variety of student support services, including overseeing and monitoring the Student Life Center, serving as advisor to Inter-Club Council (student clubs) and assigned committees, and organizing and implementing various events; provides information and assistance to students and visitors.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Student Life. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for providing specialized student support services in the Student Life Center. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Coordinator, Student Activities in that the latter performs more advanced technical and specialized student support services duties, including serving as Advisor to the Associated Students Senate, conducting leadership workshops with student government, and planning and assisting the Director with student discipline issues, requiring additional training and/or experience.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Oversees and monitors the Student Life Center, including monitoring, scheduling use, and cleaning of kitchen, rooms, offices, and equipment, maintaining supplies and equipment, and deterring disruptive behavior according to the student code of conduct.
2. Serves as advisor to the Inter Club Council; ensures that the Council's constitution aligns with the parameters of the Associated Students' constitution; activates and approves new and existing clubs, by reviewing student grade point averages, enrollment status, and payment of fees; approves club publicity and events.
3. Enforces the policy on using the District's campus as a venue for First Amendment Freedom of Speech rights.
4. Oversees the Housing Referral Program, including designing online form, collecting and responding to submissions and inquiries, and maintaining housing list and resources; counsels students on housing options; works with apartment managers to negotiate prices for student housing.
5. Plans, organizes, coordinates, and implements various events, including Join-A-Club fair, and other student activities, tournaments, and fairs; assists the Student Activities Coordinator with assigned events.
6. Maintains posting boards and enforces publicity directive and posting policy.
7. Answers questions from and provides support services to students and visitors regarding student services, student life, and other issues.

8. Maintains and updates departmental files and websites; enters and updates information as required.
9. Prepares, copies, collates, and distributes a variety of documents; composes, types, formats, and proofreads a variety of routine letters, flyers, reports, and documents.
10. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
11. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
12. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
13. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
14. Prepares and delivers oral presentations related to assigned areas as required.
15. Prepares and delivers student presentations regarding clubs, publicity, and team building as assigned.
16. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, practices, and service delivery needs related to the programs and services provided by the Student Life Center (e.g. Interclub Council, Club Advisors).
3. Procedures for planning, implementing, and maintaining a variety of student activities and programs.
4. Student center site management and oversight.
5. Basic principles and practices of developing and designing flyers, informational pamphlets, and other documents.
6. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
7. Modern office practices, methods, and computer equipment and applications.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan and coordinate assigned operations, events, and activities.
5. Compose and prepare correspondence, flyers, and other written materials independently.
6. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Organize own work, set priorities, and meet critical time deadlines.
9. Operate modern office equipment including computer equipment and specialized software applications programs.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Understand scope of authority in making independent decisions.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. 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 which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. One (1) year of experience working in a student life or student activities center at an institution of higher education.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

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 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. Incumbents 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 20 pounds.

ENVIRONMENTAL ELEMENTS

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

Amended: 7/2023