

College of the Redwoods

Position Description

Position: Student Services Specialist, III	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 115

Summary

Performs clerical duties and provides specialized technical and clerical support for admitting and registering students for courses, counseling students on financial aid and loans, analyzing and processing financial aid applications, and administering special programs for students. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Assists in the processing of incoming student documents.
- Prepares and transmits correspondence to students requesting verification of status and related information. Responds to requests from other educational institutions and agencies involving the verification of student status and records.
- Provides one-on-one or small group counseling for students, parents, or others regarding financial aid issues, procedures to award, reasons for denial or lack of eligibility, deadlines, petition processes and other relevant issues.
- Assists applicants in completing forms and applications. Researches problems with completed forms.
- May assist students with use of the library or a learning assistance center.
- Provides campus tours.
- Assists outreach team with outreach services.
- Performs the admissions, financial aid, welcome center, counseling and advising duties of a Student Services Specialist II as needed to fulfill staff workload requirements.
- Answers telephones, checks email, and provides information and assistance as required.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires an in-depth working knowledge of the policies and procedures associated with all Student Services programs. Requires a working knowledge of federal and institutional satisfactory academic progress policy. Requires a working knowledge of regulations and institutional policies relevant to admissions, registration, accounts payable, and receivable and financial aid practices. Requires knowledge of and skills with

routine office policies, procedures and equipment, including PCs and applicable student information databases, word processing and spreadsheet applications. The position requires a working knowledge of instructional techniques and subject-specific skills sufficient to provide basic counseling/advising and tutoring to students on an informal level. Requires a working knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires sufficient organizational skills to maintain up-to-date and accurate student files. Requires sufficient human relations skills to convey College and technical information to new students, facilitate one-on-one and group formats. Requires sufficient math skills to compute totals from existing fee tables.

- **Abilities**

Must be able to perform all of the duties of the position with only general supervision and support. Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of student records and information. Must be able to perform all of the clerical and record keeping duties of the position including operation of computer software programs designed for student information.

- **Physical Abilities**

Requires sufficient hand eye coordination to recognize numbers, letters, and words; to use a typewriter style computer keyboard. Requires ambulatory ability to reach to shelves for placement of lightweight objects (less than 10 pounds). Requires auditory ability to carry on conversations in person and over the phone.

- **Education and Experience**

The position requires the equivalent of an Associates degree and one year of related work experience in a Student Services program. Consideration would also be given to experience in an education support role such as instructional support or library. Additional relevant experience may substitute for education.

- **Licenses and Certificates**

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