

MEMORANDUM OF UNDERSTANDING
Between
College of the Redwoods
And
CSEA and its College of the Redwoods Chapter 509


College of the Redwoods (District) and its College of the Redwoods Chapter #509 (CSEA) met to discuss updates to the following job descriptions and agree to the descriptions and salaries attached.

- Academic Advisor Special Programs
- Account Clerk II
- Account Clerk III
- Account Clerk IV
- Administrative Secretary I
- CalWORKS Job Developer
- CDC Center Assistant
- Communications and Marketing Coordinator
- Counseling Assistant I
- Counseling Assistant II
- Financial Aid Processing Specialist
- Graphic Artist
- Instructional Multimedia Developer I
- Instructional Support Specialist II
- Instructional Support Specialist III
- Library Systems Technician
- Outreach Specialist
- Student Services Specialist II
- Student Services Specialist III
- Student Services Specialist IV
- Veterans Affairs Specialist

District and CSEA agree to the elimination of the following vacant classified positions as follows:

- Admissions Assistant III
- Financial Aid Specialist II
- Financial Aid Specialist III
- Lead Cashier
- Locksmith/Warehouse
- Maintenance Specialist I
- MIS/Enrollment Services Technician

FOR DISTRICT:



Crystal Morse,
College of Redwoods Chief Negotiator

Date: Jun 26, 2024

FOR CSEA:



Thomas Cossey,
CSEA Chapter 509 Chief Negotiator

Date: Jun 26, 2024

FOR DISTRICT:



Keith Flamer (Jun 26, 2024 13:00 PDT)

Keith Flamer,
President/Superintendent

Date: Jun 26, 2024

FOR CSEA:



Holley Luia,
Labor Relations Representative

Date: Jun 26, 2024

College of the Redwoods

Position Description

Position: Academic Advisor, Special Programs	Position Number:
Department: Special Programs: Adult Ed/Student Equity	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Provides a variety of outreach and retention services to target populations with the goal of increasing high school graduation and college enrollment rates. Enhances college readiness by providing college preparation information, academic and career advising activities to ~~8th-12th~~ 8th-12th grade students.

Essential Duties and Responsibilities

- Provides academic, career and related advising activities during the academic year and/or the summer programs. This includes the components where parents are involved such as general college preparation, financial aid, and school selection.
- ~~May r~~Requires travel to the Eureka area approximately once per month during the academic year, and travel outside the district approximately twice per year at the program's expense. Also requires overnight stay and participation in a summer program located in Eureka for up to four nights a week for 6 weeks at the program's expense. Some evening and weekends required for special events year-round.
- Serves as a liaison among the college, target schools and programs to assure that participants are provided quality academic assistance. Promotes awareness of programs.
- Participates in identification and recruitment of eligible 8th-12th grade students for special programs.
- May administer diagnostic tests to assess potential academic performance and ability of each program participant. Assists in interpreting test results and in planning and implementing a prescriptive academic program that meets each participant's needs.
- Meets regularly with ~~8th-12th~~ 8th-12th grade students, teachers, counselors, and tutors during the academic year to provide academic advising. Monitors student progress during the school year and follows up on academic advancement.
- Updates student information on a database or equivalent resource. Ensures accurate information.
- Provides or schedules tutoring for target populations, college placement examinations, or other activities/events contributing to academic success.
- Serves as liaison with agencies that provide funding and support to student progress. This implies involvement with career centers, internship programs, and employment programs.
- Maintains student records for each project student; assists in planning and implementation of educational, career, recreational, guidance and cultural programs for the programs.

- Assists in development and presentation of training for college student residential advisors, mentors and/or tutors.
- Oversees college students who are pre-college advisors, tutors or residential advisors for 8thK-12th grade students. Monitors delivery of services by working with school administrators, counselors, teachers and parents.
- Assists college student pre-college advisors / tutors with student caseload management.
- Obtains reports on students' post-secondary determinations in order to assess the success of programs.
- Participates with others, including other programs in activities such as career fairs and college visitations.
- Maintains up-to-date records of service delivery activity in database.
- Performs other related duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires specialized knowledge of population demographics focusing on characteristics, needs, and abilities of 8thK-12th grade students in limited-income and first-generation college bound families. Requires skill at developing age-appropriate strategies and action plans for improving academic opportunity of target populations. Requires skill in writing professional communications, reports, and materials. Requires well-developed communications skills to make presentations to groups and parents, and to persuade students toward a course of action. Requires knowledge of tutoring techniques.

▪ Abilities

Requires the ability to carry out the essential functions of the position. Requires the ability to learn College policies and procedures as well as program specific. Requires the ability to deal productively with a wide range of students of varying ability and background, including economic, social, and cultural disadvantage. Requires the ability to exercise a positive attitude, patience, empathy, compassion, and good judgment when dealing with others.

▪ Physical Abilities

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

▪ Education and Experience

The position requires an Associates Degree and one year of related experience.

▪ Licenses and Certificates

Requires a valid drivers license.

College of the Redwoods

Position Description

Position: Accounting Clerk II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 113

Summary

Performs moderately complex record keeping duties associated with the processing and completing of accounting transactions. ~~Usually is responsible for one or more specialized elements within a complete accounting system such as accounts payable processing. May keep a complete set of books for a special fund such as a grant.~~

Essential Duties and Responsibilities

- Verifies accuracy and appropriateness of amounts, then posts transactions onto a computerized data entry program supporting the College's accounting system. May trace transactions to source documents and/or other departments to determine discrepancies.
- Reconciles, balances books, and compiles reports on a recurring basis to show statistics in a single accounting area such as cash receipts, accounts payable and/or receivable. May trace transactions through previous accounting actions to identify and correct discrepancies, referring complex issues to higher specialization.
- ~~— Codes, charges, rates, and related billing information then enters onto a computerized data entry screen. May prepare bills, summaries, and submittals for reimbursement by external agencies.~~
- Provides excellent customer service while analyzing account balances, investigating account discrepancies, and reviewing accounts for payments and/or financial aid disbursements.
- ~~— Reviews student accounts to identify and resolve discrepancies and make corrections as needed.~~
- ~~• May calculate items such as employee wages, time and work reports, materials and labor charges, supply and equipment charges. May prepare related reports.~~
- Provides assistance over the phone and in person regarding information on registration, payment policies, account balances, and college policies to students, staff and the general public. Acts as a liaison and attends Student Services meetings and training sessions, may assist registering students.
- Verifies, balances, and posts receipts from various other Departments. Enters transactions on to an automated accounting data entry program.
- ~~• May prepare bank deposits and reconcile bank statements.~~

- Prepares bank deposits.
- ~~• Prepares documents such as invoices, account statements, checks and distributes to others for further action.~~
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires working knowledge of the practices and terminology of bookkeeping and accounting practices, clerical and office procedures and methods, business mathematics and record keeping. Requires skill at data entry onto established and formatted screens. Requires sufficient skill in mathematics to calculate sums, averages, ratios, and percentages. Requires communications skills to convey information to others such as vendors and departments.

▪ **Abilities**

Requires demonstrated ability and dexterity to enter data onto standardized formats using computerized data base programs by using keyboards, basic keyboarding or 10-key skills and calculators. Must be able to perform arithmetic operations quickly and accurately. Must be able to document accounting transactions onto subsidiary ledgers and transfer sums to general ledger.

▪ **Physical Abilities**

Requires sufficient hand coordination to use a keyboard for routine typing and data entry, arm/hand movements to retrieve work materials, visual acuity sufficient to recognize numeric and alpha characters, and operate a variety of general office equipment.

▪ **Education and Experience**

Typically requires completion of a high school curriculum with emphasis in bookkeeping and 2 years experience in a production oriented record keeping capacity. Additional education may be substituted for experience.

▪ **Licenses and Certificates**

College of the Redwoods

Position Description

Position: Account Clerk III- Accounts Payable	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 115

Summary

Performs varied and complex record keeping duties associated with the processing and completing of accounting transactions. Usually is responsible for one or more specialized elements within a complete accounting system such as accounts receivable processing and management, accounts payable ~~processing and cash management, consolidation of multiple fund accounts, cost analysis~~, etc.

Essential Duties and Responsibilities

- * Verifies accuracy and appropriateness of amounts, then posts transactions onto a computerized data entry program supporting the College's accounting system. Traces transactions to source documents and/or other departments to determine discrepancies.
- * Reconciles, balances books, and compiles reports on a recurring basis to show statistics such as cash receipts, accounts payable, and receivable. Trace a wide variety of transactions through previous accounting actions to identify and correct discrepancies.
- * Codes, verifies charges and rates, and related billing information then enters onto a computerized data entry screen. Prepares bills, summaries, and submittals for reimbursement by external agencies.
- * Codes, verifies, and accounts for funds and other assets received by the District for specified uses (e.g., donations, conditional uses).
- * Prepares expense accounting studies such as cost-of-services, etc.
- * May assist with the preparation of financial ~~reports information~~ including the monthly closing of books, pertaining to the assigned area of responsibility.
- * Provides assistance over the phone and in person regarding information on registration, payment policies, account balances, and college policies to students, staff and the general public. Acts as a liaison and attends Student Services meetings and training sessions, ~~may assist registering students.~~
- * May process financial aid disbursements.
- * May process miscellaneous cash transactions such as student credit balance refunds.
- * Reviews the work of others and may prepare bank deposits and reconcile bank statements.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a working knowledge of the practices and terminology of financial record keeping and accounting data entry practices, clerical and office procedures and methods, business mathematics and record keeping. Requires sufficient human relations skill to convey policies, and procedures to others; to deal cooperatively with others on accounting transactions. Requires sufficient writing skills to prepare basic business correspondence, accounting instructions, and account footnotes. Requires sufficient math skills to compute totals, extensions, portions, ratios, quotients, and percentages.

- **Abilities**

Requires demonstrated ability and dexterity to enter data onto standardized formats using computerized data base programs by using keyboards, basic keyboarding or 10-key skills and calculators. Must be able to perform arithmetic operations quickly and accurately including sums, averages, fractions, decimals, and ratios. Must be able to document accounting transactions onto an automated accounting data entry system.

- **Physical Abilities**

Requires sufficient hand coordination to use a keyboard for routine typing and advanced data entry. Requires sufficient arm/hand movements to retrieve work materials involving some overhead and lower reaching. Requires visual acuity sufficient to recognize numeric and alpha characters, and operate a variety of common office equipment. Requires sufficient auditory ability to exchange information in person and over the phone.

- **Education and Experience**

Typically requires completion of a high school curriculum with emphasis in bookkeeping and 4 years experience in a production oriented record keeping, cashiering, or general clerical capacity. Additional education may be substituted for experience.

- **Licenses and Certificates**

College of the Redwoods

Position Description

Position: Account Clerk IV —General Ledger	Position Number:
Department: Business Services	FLSA: Non-exempt
Reports to:	Salary Grade: 117

Summary

Acts as session coordinator for all operators. Performs a variety of ~~lead~~-cashiering duties associated with processing and analyzing accounting transactions, consolidating information from accounts such as payables, receivables, cash, and reserves. Participates in compilation of summary fiscal data, and preparation of reports leading to reimbursement for services.

Essential Duties and Responsibilities

- Acts as session coordinator to coordinate and reconcile each operator's daily session.
- Troubleshoots, answers questions, and performs modifications on student accounts for ~~all~~ other operators, as needed.
- Act as liaison with the dorms to adjust or correct accounts, resolve payment issues and prepare reports for management use regarding student accounts.
- Verifies accuracy of amounts and postings of transactions recorded by others. Posts and balances subsidiary ledgers such as A/P or A/R and transfers data to general ledger. Traces transactions to determine discrepancies.
- Prepares special ~~statistical and financial~~ reports requiring skill at researching information from financial data management systems. ~~Prepares quarterly tax returns.~~
- Assists with the preparation of financial ~~reports information~~ including the monthly closing of books, pertaining to the assigned area of responsibility-
- Classifies, codes and consolidates charges, rates and related financial information to the accounting system.
- ~~Manipulates data management systems to produce custom, yet recurring reports, requiring a working knowledge of the relationships of financial data. This includes sales tax reports, status reports for agency contracts, student accounts, etc.~~
- Prepares document trails and references to support audits. Conducts research to trace discrepancies or missing documents.
- Maintains a complete set of records of financial transactions for funds such as student accounts by overseeing, reviewing and entering transaction details onto an established project, or fund accounting system. Ensures that account summary information converts to accounting systems used in education.
- Maintains the student accounts receivable system. Records and processes a variety of transactions. Collects returned checks.

- May provide assistance over the phone and in person regarding information on registration, payment policies, account balances, and college policies to students, staff and the general public. Acts as a liaison and attends Student Services meetings and training sessions, may assist registering students.
- Processes financial aid disbursements.
- Processes miscellaneous cash transactions such as student credit balance refunds.
- Maintains all vault change funds, ordering change funds on request for travel and other activities.
- Prepares periodic reports of revenue and expense performance, asset balances, cash balances, accounts payable and receivable aging and summaries and other accounts that contribute to a complete accounting of the activity of a functional unit.
- Prepares invoices for services rendered by the district. Monitors accounts receivable. Enters data onto an automated accounting system. Posts to general ledger.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires in-depth knowledge of student accounts and methods for analyzing and correcting records. Working knowledge of the practices and terminology of bookkeeping and accounting practices, clerical and office procedures and methods, business mathematics and record keeping. Requires sufficient human relations skill to convey technical concepts, policies, and procedures to others; to deal effectively with others on accounting transactions. Requires sufficient writing skills to prepare basic business correspondence, accounting instructions, and account footnotes. Requires sufficient math skills to compute totals, extensions, portions, ratios, quotients, and percentages.

▪ Abilities

Requires demonstrated ability and dexterity to enter data onto standardized formats using computerized data base programs by using keyboards, basic keyboarding or 10-key skills and calculators. Must be able to perform arithmetic operations quickly and accurately including sums, averages, fractions, decimals, and ratios. Must be able to document accounting transactions onto subsidiary ledgers and transfer sums to general ledger.

▪ Physical Abilities

Requires sufficient hand coordination to use a keyboard for routine typing and advanced data entry. Requires sufficient arm/hand movements to retrieve work materials involving some overhead and lower reaching. Requires visual acuity sufficient to recognize numeric and alpha characters, and operate a variety of common office equipment. Requires sufficient auditory ability to exchange information in person and over the phone.

▪ Education and Experience

Requires completion of one year of formal education above high school with emphasis in general ledger bookkeeping and 4 years experience in a production oriented record keeping,

cashiering, or general clerical capacity with at least one year in an accounting related ~~lead or head cashiering~~ capacity responsible for reconciliation, analysis and posting of accounts. Additional education may be substituted for experience. Additional experience may substitute for education.

College of the Redwoods

Position Description

Position: Administrative Secretary I	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 113

Summary

Performs a variety of specialized secretarial and administrative support duties, including (but not limited to) transcribing of complex, specialized, or technical notes or dictation, composing of original documents, development and administration of office routines and systems; independent research; budgetary record keeping and payroll data processing; and reception.

Essential Duties and Responsibilities

Performs secretarial and clerical duties ~~involving application of learning from prior experience and the use of~~ utilizing independent judgment and an understanding of departmental functions and procedures.

Develops and maintains a working knowledge of special terminology related to the function to which assigned.

Evaluates and documents existing intra-office workflow and recommends new or revisions to current procedures, processes, forms, and ~~time lines~~ timelines to ~~help make the department a~~ single office function more efficiently.

Types from rough drafts or verbal instructions a variety of materials such as letters, memoranda, recurring reports, and statistical data. Composes routine correspondence and forms as necessary. May take and transcribe dictation as assigned.

Initiates and answers telephone calls. Schedules appointments. Explains general program policies and procedures within the scope of authority. Provides general and technical information ~~of a general or limited technical nature~~.

Arranges meetings as directed. Prepares schedules and informs participants, confirming dates and times. Makes hotel and travel reservations as directed. ~~Attends meetings as assigned. Records, transcribes, and distributes minutes as directed.~~

Maintains records of committee proceedings, assists in the preparation of departmental reports by gathering and summarizing information from a variety of sources. Attends meetings as assigned. Records, transcribes, and distributes minutes as directed.

May provide training and work guidance to student workers or other staff as directed.

~~May~~ Processes periodic payroll and personnel information including routine faculty, ~~classified~~, and/or ~~classified temporary~~ personnel functions, including preparation and forwarding of payroll authorizations, maintenance of vacation, sick, travel and other time sheets.

Occasionally receives, handles and stores confidential information pertaining to the College or assigned department. Maintains confidentiality as required.

~~May~~ ~~M~~aintains budget records and files. ~~May~~ ~~G~~athers and compiles information required by management for budget development and compliance. Performs and tracks purchasing needs for the department.

Performs related duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires a well-developed working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires thorough knowledge of proper English usage, grammar, spelling, and punctuation. Requires basic math skills sufficient to do sums, products, quotients, percentages and ratios. Must be skilled in using various standard office machines, including personal computers with word processing and spreadsheet applications.

▪ Abilities

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to perform complex office and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of College and department organization, operations, programs, functions and special department terminology to relieve an administrator or manager of certain administrative details. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to communicate with students, staff, and the public using courtesy, and in a manner that reflects positively on the department and the College.

▪ Physical Abilities

Sufficient hand/eye coordination and manual dexterity to operate a keyboard ~~and at an advanced rate (about 60 wpm)~~; sufficient visual acuity to recognize words letters and numbers.

▪ Education and Experience

The position requires post high school course work in secretarial science or a related business field equivalent to a year of business school plus 2 years of progressively responsible experience in a secretarial capacity. Additional progressively responsible experience in a secretarial capacity may substitute for higher education.

▪ Licenses and Certificates

College of the Redwoods

Position Description

Position: CalWORKs Job Developer	Position Number:
Department: CalWORKs	FLSA: Non-exempt
Reports to: CalWORKs Program Manager	Salary Grade: 116

Summary

Performs various tasks including serving CalWORKs Students with job development services. Assists students in job readiness, job search, obtaining employment, and assists students in the hiring process. The CalWORKs Job Developer acts as the liaison between a CalWORKs student and their employer. The CalWORKs job developer performs various job placement functions supporting the CalWORKs program.

Essential Duties and Responsibilities

- Plans, organizes, and assists with job development services for the CalWORKs Program.
- Performs student appointments and assists students with navigating the work-study process. May assist students with resume writing, job searches, interview preparation, placement, and other related tasks.
- Acts as a liaison between the student workers and their supervisors. May guide CalWORKs students in all fashions regarding job search, job placement, work readiness, and other related fields that pertain to student workers.
- Assists in building, establishing, and maintaining relationships with internal and external campus-based employment services that pertain to work-study and job development.
- Assists in the tracking of work-study placements and provides ~~support~~ assistance with ~~forecasting budgetary~~ items related to the CalWORKs work-study budget.
- May be responsible for student intake and dispersing supplies to the student.
- The CalWORKs Job Developer will act as an active participant in the evaluation process of CalWORKs student-employees. May provide support for CalWORKs student supervisors, conduct workshops that are deemed necessary, and may prepare related outreach material.
- Completes daily data entry. Will enter student demographics and job-related information onto established data entry screens. Assists with the completion of MIS job readiness and work-study placement related fields.
- Establishes and maintains files as directed. Assembles, collates, and prepares materials for distribution. Performs work such as posting records, making arithmetical computations, and securing information from clearly indicative sources.
- Requires travel to other CR sites, off campus meetings, and to out of the area conferences.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

Requires knowledge of modern office practices, procedures and equipment including telephone techniques and etiquette. Requires knowledge and understanding of Microsoft Office. Must understand mathematics sufficient to perform columnar calculations, decimals, fractions, etc. Requires proficiency in good English, grammar, spelling, and punctuation. Must have sufficient communication skills to greet and work cooperatively with customers. Must have knowledge in job readiness, job placement techniques, public benefits, understanding of student worker policies, and placement processes. Must have a general understanding of Financial Aid processes pertaining to student workers. Strong applicants are those who have experience with, and/or, knowledge of, low-income communities, people receiving public assistance, or historically underrepresented communities.

Abilities

~~Under general supervision, it requires~~ the ability to perform the duties of the position efficiently and effectively. Must be able to learn, understand and apply district rules, regulations, and policies. Requires the ability to operate standard office ~~machines and~~ equipment, including computers, ~~typewriters, switchboards, copiers,~~ calculators, ~~word processors,~~ printers, etc. Must be able to maintain student confidentiality. Requires the ability to communicate with students, peers, and other College employees staff, and the general public reflecting positively on the department and College.

Physical Abilities

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

Education and Experience

Must have a minimum of one year's experience working in a job development capacity and possess an associate degree from an accredited college or university. Experience working in an educational setting is desirable.

Licenses and Certificates

Valid California Driver's license

~~Wendy Bates~~

~~Director/Chief Human Resources Director~~

~~College of the Redwoods~~

~~Chief Negotiator~~

~~Crystal Morse~~

~~Chapter President, CSEA~~

~~Redwoods 509~~

~~Chief Negotiator~~

CalWORKS Job Developer

@Jacobson, Betts & Company

Approved by CSEA May 1, 2017

College of the Redwoods

Position Description

Position: Child Development Center Assistant	Position Number:
Department: Student Services	FSLA: Non-exempt
Reports to: Center Director	Salary Grade: 114

Summary

Maintains front office and is responsible for performing various administrative office duties.
Works with classroom teachers and center director to ensure center runs smoothly.

Essential Duties and Responsibilities

- Assists in classrooms due to staffing vacancies or absences on as as-needed basis.
- ~~Oversees~~Provides oversight of all attendance check-in, well child/temperature check, greeting/parent check-in daily. ~~from 8:15-10 am.~~
- Model appropriate educational techniques for students from the ECE department and other disciplines. Assist the Center Director and ECE Associates in directing student aides, work study students, and other center personnel.
- Assists in staffing direction and maintaining classroom ratio for licensing requirements.
- ~~□ Oversees~~Provides oversight of department orientation for new employees, Federal Work Study, and Temporary employees.
- Regularly communicate with parents and guardians regarding documentation requirements.
- Assist in maintaining the center offices and common areas in a clean, safe and child-centered manner. Enforce health and safety policies for children, staff, and students.
- Assist in the implementation and documentation of regular fire and other emergency preparedness drills.
- ~~Provides s~~Supervisione of ill children until picked up by their parent/guardian.
- Assist in the planning and preparation of nutritious snacks which will provide a maximum level of child participation.
- ~~Assist in processing~~ Processes meal counts and attendance sheets on a weekly or daily basis.
- Assist in the enrollment of new families, including processing of paperwork and completing necessary reports. ~~using Microsoft Word, Excel, and the Internet.~~
- Contributes to the ongoing efficient functioning of classroom operations.
 - Performs other duties as assigned that support the overall objective of the position.

- ~~Acts as main contact for Take charge of~~ building/facilities responsibilities in the absence of the director.
- Communicate regularly with the director regarding the care and safety of children, center operations, and parent concerns.
- Maintains all children's files with ongoing required documentation.
- Maintains all employee files with ongoing required documentation
- ~~Processes all assessment data, from Learning Genie software to DRDP online software.~~

Qualifications

▪ **Knowledge and Skills**

- Requires in-depth knowledge of child development principles and practices and an understanding of the goals and objectives of a preschool program.
- Special knowledge is required in the emotional, physical, and mental development, variations, and needs of preschool and elementary school aged children.
- Knowledge of arithmetic, grammar, spelling, language and reading sufficient to direct students with learning exercises or projects is required.
- Requires knowledge of licensing requirements, funding, and contract terms governing child development centers.
- Requires well-developed communication skills to interact with students, staff, children, and parents, to conduct formal instruction of a small group, to resolve confrontation, and hold conferences.
- Requires sufficient writing skills to document student and children's files. Requires computer skills including Microsoft Office products.
- Requires in-depth knowledge of DRDP assessment tool, Learning Genie software, DRDP online software, or similar applications.

▪ **Abilities**

- Requires excellent communication and organization skills.
- Ability to perform the essential responsibilities and work tasks of the position. Demonstrated ability to deliver instruction to children.
- Requires the ability to balance emotional support and discipline to deal with behavior problems.
- Ability to observe, categorize, evaluate, and critique children's performance.
- Ability to comply with State guidelines.
- Ability to supervise the building during the absence of the Center Director.

▪ **Physical Abilities**

- Requires normal hearing and speaking skills to communicate with staff and students.
- Requires visual acuity to read numbers and words.
- Requires the ability to stand and walk for extended periods of time (greater than 2 hours), to lift light to heavy objects on an occasional basis (10-50 lbs), and to push or pull lightweight objects.

▪ **Education and Experience**

- Requires an Associates Degree in Early Childhood Education that includes required curriculum, 6 credits of program administration, and 2 credits of adult supervision.
- Requires 1-2 years of early childhood teaching experience.

- **Licenses and Certificates**

- Child Development Permit at the Site Supervisor level.

College of the Redwoods

-Position Description

Position: Communications and Marketing Coordinator	Position Number:
Department: Communications and Marketing	FLSA: Non-exempt
Reports to: Executive Director of Foundation/Public Relations, Marketing and Communications	Salary Grade: 115

Summary

Provides support to the District's external and internal communications functions by researching, preparing, and communicating timely and accurate information, ensuring consistent quality of content and dissemination using a variety of communication platforms. Operates a centralized document publishing service for staff and students.

Essential Duties and Responsibilities

- Operates a digital print, work flow system that scans document originals into a file server for printing or conversion to other useable file formats. Retrieves printable files sent through electronic mail or in ticketing system.
- Oversee print jobs and distribution of print materials for the District.
- Provides general maintenance and working order of printing equipment.
- Operates high speed production copier or other copy machines, binding equipment or other related printing equipment. Sets machine for desired function and other settings. Prepares documents to be presentation quality and for distribution.
- Uses desktop publishing or other computer software, including Adobe InDesign, produces documents such as business cards, certificates, print ads and posters.
- Produce tracking reports and analyses for all media channels, including, but not limited to: television, newspaper, radio, website, and social media.
- Prepares presentation materials which could include charts, graphs, and images by integrating content to graphics, spreadsheets, and desktop publishing applications.
- Accounts for and posts financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Supports media relations activities and requests, including personal contact with media, preparation of media press releases and other written communications, and providing appropriate responses to media inquiries.
- Maintains event calendars on the website using a content management system.
- Broadcasts email communications using group email applications.
- General purpose photography for the District, including but not limited to: photographs of various campus functions and activities.

- Monitors inventory of outreach and marketing materials, such as brochures and posters, and re-orders them for availability and distribution throughout the CR District.
- Processes routine documents of moderate complexity requiring knowledge of the special terminology, policies and procedures of department or area of specialized function.
- Prepares and posts general news content for conveyance to internal and external audiences via printed (e.g., newsletters, brochures, and articles) and web-based platforms. Researches, organizes, writes, and prepares layout for written products.
- Provides general support for District public relations and marketing activities.
- Monitors, moderates, and creates content for the District's social media accounts.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires working knowledge of communications media techniques and administrative support to internal and external communications. Requires knowledge of and skill at using personal software applications for document design and production, broadcasting communications, content management, and social media. Requires the ability to operate digital cameras. Requires a working knowledge of copy, binding, and ancillary equipment used for making copies and assembling completed materials. Must know how to perform routine maintenance on equipment and resolve problems such as paper jams and image quality. Knowledge of basic record keeping and clerical duties required. Requires good English, grammar, spelling, punctuation and math skills. Must have sufficient communication skills to project a positive image and convey basic information to customers.

Abilities

Must be able to produce work with limited supervision. Requires the ability to prioritize projects in order to meet deadlines and established schedules. Must be able to operate required equipment in a safe manner. Must be able to communicate courteously with staff and students on routine matters. It is essential that the incumbent be able to perform duties in a manner that follows accepted safety standards for lifting, carrying and moving of heavy materials or objects.

Physical Abilities

Requires standing for prolonged periods, lifting, carrying or moving medium weight materials (up to 50 pounds), bending and stooping. Requires sufficient visual acuity and accommodation to bring items into sharp focus, to read diagrams, words and letters; hand eye coordination to operate buttons and dials; sufficient forearm, hand, and finger dexterity to move and place objects; to observe safety rules and procedures. There may be exposure to fumes from printing chemicals.

Education and Experience

The position typically requires an Associate of Arts degree in graphic arts, business communications, or equivalent discipline and one year of experience (which may be concurrent) in a media communications, publishing, or graphic arts capacity.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, and handling of light-to-medium weight, yet, awkward materials.

College of the Redwoods

Position Description

Position: Counseling Assistant I	Position Number:
Department:	FLSA: Non-exempt
Reports to: <u>Student Development Manager</u>	Salary Grade: 114

Summary

Provides reception, customer service, and otherwise serves as the initial contact person with students in the Counseling & Advising Center, providing information and assistance based on an student's needs. Assists and advises students on matters related to course selection, scheduling options, college programs, and enrollment.

Essential Duties and Responsibilities

- Provides reception and otherwise serves as the initial contact person with students visiting the Counseling & Advising Center.
- Provides accurate information and appropriate referrals based on a cursory and immediate analysis of each student's needs.
- Schedules students for appointments with counselors and advisors, assessment and orientation sessions, and other support services.
- Participates in the facilitation ~~conduct~~ of orientation ~~and assessment sessions for students, including scoring and proctoring assessments, as needed.~~
- Provides orientation and direction to appropriate support services and intervention strategies that support student learning and success.
- ~~▪ Works with Counseling Center and Financial Aid Office staff to track and monitor students' satisfactory academic progress.~~
- ~~▪ Provides routine academic advising (degrees, certificates, and transfer information) to students on a drop-in basis based on parameters developed by counselors.~~
- Assists students in the college enrollment process, including scheduling classes.
- Assists in planning, developing, and presenting activities for students such as, but not limited to outreach, transfer activities, and career fairs.
- Maintains adequate inventory and may update flyers, pamphlets, and worksheets that are designed to inform students of school activities, transfer services, financial aid, student activities, community resources, and employment.
- Prepare reports and correspondence as assigned.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires a working knowledge of the activities associated with providing customer service and clerical support in ~~the an academic Ce~~counseling and ~~A~~advising office. Requires a basic knowledge of the philosophy and practices of student learning and student success. Requires a basic knowledge of the process for general academic advising. Requires a working knowledge of student support services such as financial aid and employment. Requires a basic knowledge of community college, high school equivalency, and transfer program requirements. Requires a working knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases. Requires sufficient human relations skills to convey policies, procedures, and instructions to others.

▪ Abilities

Requires the ability to carry out the responsibilities of the position. Requires the ability complete customer transactions demonstrating sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those whom the college serves. Requires the ability to learn college policies and procedures, and apply them with sound judgment, to establish and maintain cooperative, effective working relationships with others, and to assist students in solving problems. Requires the ability to perform routine data entry onto academic databases. Requires the ability to learn to analyze student needs and provide appropriate referrals. Requires the ability to convey a positive image of the College and describe or refer students to other services. Requires the ability to work flexible shifts and days.

▪ Physical Abilities

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

▪ Education and Experience

The position requires a High School Diploma and two years of experience in a college office such as admissions, financial aid, or an academic department. Additional education may substitute for experience.

▪ Licenses and Certificates

College of the Redwoods

Position Description

Position: Counseling Assistant II	Position Number:
Department:	FLSA: Non-exempt
Reports to: Director, DSPS <u>Student Development Manager</u>	Salary Grade: 116

Summary

Using a case management approach for students with special needs, provides academic and related advising to students including orientation, monitoring progress, and developing intervention strategies to enhance student retention.

Essential Duties and Responsibilities

- Serves as the primary person to conduct orientation ~~and assessment sessions for students, including scoring and proctoring assessments, as needed.~~ Recommends and provides appropriate support services and intervention strategies, focusing on student learning and success.
- Provides accurate information and appropriate referrals based on an extended analysis of each student's needs.
- Schedules students for appointments with counselors and advisors, assessment and orientation sessions, and other support services.
- ~~Works with Admissions, Counseling Center, and Financial Aid Office staff to track and monitor students' satisfactory academic progress.~~
- ~~Provides routine academic advising ranging from course alternatives, degree and certificate requirements, and transfer information to students on a drop-in basis or by appointment. Offers alternative education courses and experiences that may better enhance learning and retention.~~
- Assists students in the college enrollment process, including scheduling classes.
- Plans, develops, and presents activities for students such as, but not limited to outreach, transfer activities, and career fairs.
- Maintains adequate inventory and updates flyers, pamphlets, and worksheets that are designed to inform students of school activities, transfer services, financial aid, student activities, community resources, and employment. Develops materials that are beneficial to students with special needs.
- Performs related 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 activities associated with providing customer service, clerical support, and case management of special needs students in ~~the an academic Ce~~counseling and ~~Aa~~advising office. Requires a well-developed knowledge of the philosophy and practices of student learning and student success. Requires a working knowledge of the processes used for general academic advising. Requires a working knowledge of student support services such as financial aid and employment. Requires an in-depth working knowledge of community college, high school equivalency, and transfer program requirements. Requires a working knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases. Requires sufficient human relations skills to convey policies, procedures, and instructions to others.

- **Abilities**

Requires the ability to carry out the responsibilities of the position. Requires the ability to complete customer transactions demonstrating sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those whom the college serves. Requires the ability to apply college policies and procedures dealing with advising and counseling, and integrate them with other programs such as financial aid and community resources. Requires the ability to apply sound judgment, to establish and maintain cooperative, effective working relationships with others, and to assist students in solving academic and financial problems. Requires the ability to perform routine data entry onto academic databases. Requires the ability to analyze student needs and provide appropriate referrals. Requires the ability to convey a positive image of the College and describe or refer students to other services. Requires the ability to develop programs and strategies for enhancing student learning and retention. Requires the ability to work flexible shifts and days.

- **Physical Abilities**

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

- **Education and Experience**

The position requires completion of an Associates Degree and 1 year of clerical experience in counseling, financial aid, or admissions in a community college environment. Additional experience may substitute for formal education.

- **Licenses and Certificates**

Position: Financial Aid Processing Specialist
 Department: Financial Aid
 Reports to: Financial Aid Director

Position Number:
 FLSA: Non-exempt
 Salary Grade: 1176

Summary

Advises and assists financial aid staff and students regarding all aspects of financial aid programs, forms, regulations, and procedures. ~~May assist~~ Coordinates in the calculation of federal need analysis and awarding of financial aid. Responsible for maintaining all aspects of electronic transmission of financial aid records ~~to at the Federal and State and~~ participating in the reconciliation of same. Works independently under minimal supervision. Performs advanced technical duties related to financial aid processing, including trouble -shooting, and correcting problems.

Essential Duties and Responsibilities

- Perform electronic receipts and transmissions of student aid files from ~~Ed-Connect, Internet Gateway or other~~ Federal and State outside sources.
- Coordinate and Set computer parameters each new Financial Aid year based on Federal and State annual changes -to efficiently process student aid records; maintain personal computer database files and applicant import history.
- Transfer files into institutional computer system and perform various procedures to prepare the files for processing.
- ~~Print~~ Coordinate ISIRs ~~S~~ and assign tracking letters as required for each upload. Perform processes necessary to manage communications required to complete student file.
- Monitor expenditures and maintain accurate fiscal records.
- Process Federal and State Pell originations and disbursements.
- Develop~~Prepare~~ and run queries of the financial aid database for federal, state, and local reporting.
- Review and process Student Loan Clearinghouse reports.
- Assist in loan default prevention measures as assigned by the Director of Financial Aid.
- Provide liaison to ITS staff on hardware/software upgrades and modifications.
- Participate in the new year setup of financial aid software.
- Prepare and maintain various reports related to mandated Federal and State reporting. Research and analyze campus and District data, recommending changes as appropriate.
- Provide records and documents for completion of periodic audits.
- Assist in analyzing and recommending improvements to CR's ongoing outcomes assessment, and program review.
- Develop, test, and implement solutions to system issues utilizing independent judgement, research, professional resources, and an understanding of departmental functions and procedures.

- Maintains up to date knowledge of laws, regulations, policies, procedures, and automated systems that guide or support the functional area.
- Provide backup assistance to other office staff during peak times.

Qualifications

- **Knowledge and Skills**

Requires considerable knowledge of complex principles, financial aid policies, procedures, and operations. Requires knowledge of Federal and State regulations, policies and procedures relating to awarding and administering Financial Aid. Requires problem solving and analytical skills, and an in-depth knowledge of the subjects and workflow requirements. ~~Requires knowledge and skill with networked financial aid computer system and SAFERS and COLLEAGUE software. Requires skills with and knowledge of applicable word processing, spreadsheet, and student database applications.~~ Requires math skills sufficient to compute sums, portions, percents, ratios, and quotients from formulas and tables. ~~Requires well-developed human relations skills to convey technical concepts to others, resolve difficult and sensitive situations, facilitate small group in-service workshops, and project a positive image of the District.~~

The skills to:

- ☐ Work with large, complex data files. Perform relational database queries, data analysis, interpretation, documentation, and presentation of research findings.
- ☐ Use computer applications including Microsoft Excel, Word, PowerPoint applications and relational databases.*
- ☐ Work independently and collaboratively while under pressure; productively organize, prioritize, and manage multiple concurrent projects; and consistently meet schedules and timelines.
- ☐ Communicate effectively, both orally and in writing.
- ☐ Promote use of and access to information for assessment and decision-making.
- ☐ Experience ~~A proven record of working successfully~~ with diverse populations.
- ☐ The ability to display a ~~A~~ positive attitude and ~~ability~~ to plan and adapt to change.
- ☐ Ability to collaborate effectively with college departments and cross-functional teams.
- ☐ Strong interpersonal, oral, and written communication skills

- **Abilities**

~~Requires the ability to independently perform all of the duties of the position with efficiency and effectiveness. Requires the ability to analyze technical and complex information and documents and make assessments according to well-established policies, procedures, and mandated regulations. Requires the ability to impart technical and detailed information through one-on-one or group presentations. Requires the ability to perform data entry and personal computer database management duties and other general record keeping and file maintenance duties. Requires the ability to communicate both formally and informally with a wide range of contacts both inside and outside the District setting.~~

Requires the ability to independently perform all the duties of the position efficiently and effectively. Must be able to coordinate and perform the various tasks within the assigned office and work independently with minimal supervision. Must be able to learn, interpret, explain, and apply College and program policies, rules, and objectives. Requires the ability to plan, organize and prioritize work to meet schedules and timelines. Requires the ability to analyze situations.

- **Physical Abilities**

~~Requires sufficient hand, arm, finger dexterity to operate computer keyboard, ten-key, or other office equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone, carry on routine conversations, and project voice to a small group.~~

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

- **Education and Experience**

Associate degree and two years of progressively responsible experience ~~with at least one of those years~~ in a student financial aid field. Comparable related work experience may substitute for higher education. A bachelor's degree may substitute for experience.

- **Licenses and Certificates**

Valid driver's license.

College of the Redwoods

Position Description

Position: Graphic Artist	Position Number:
Department: Publications and Marketing	FLSA: Non-exempt
Reports to:	Salary Grade: 115

Summary

Creates, designs, and produces a variety of original graphic materials and artwork to support instructional, business, promotional, and informational needs of the College.

Essential Duties and Responsibilities

- Produces original finished artwork for signs, charts, posters, displays, letterheads, cartoons, certificates, and other related media, ~~and overhead transparencies~~.
- Interprets statistical and other data for ~~to~~ presentation in visually stimulating and easily understood charts and graphs.
- Creates and designs original layouts for printed materials.
- Prepares digital reproductions including brochures, posters, flyers, mailers and other materials. Determines specifications and orders copies.
- Works with commercial and institutional print shops on the execution of promotional or informational needs from original designs.
- Performs desktop publishing, and publishing digital printing.
- Mounts and laminates photographs and art work for public display, presentation, or illustration.
- Meets with customers to determine design needs. Participates in ~~committee~~ meetings for campus publications.
- Produces full-color copy for video production and presentations. Designs and develops graphics as visual reinforcement and illustration of ideas or concepts.
- Develops and maintains image resource files and provides a system for artwork retrieval.
- Provides cost estimates for projected graphics needs. Determines needs and orders supplies to facilitate production according to established guidelines and procedures.
- Performs related duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires a thorough knowledge of the principles, practices, and techniques of graphic design. Requires the knowledge and skills necessary to produce printed designs from concepts and original artwork through to final printing. Requires thorough knowledge of desktop publishing and graphics software programs, such as ~~PageMaker and Photoshop-Illustrator, Adobe g~~Graphic dDesign software Suite, including page layout, illustration, photo retouching, and word processing. Requires thorough knowledge of personal computers, scanners and laser printers and their use in graphic arts. ~~Requires considerable knowledge of the traditional manual graphic artist tools and equipment.~~ Requires a working knowledge of the traditional and electronic equipment, techniques, and processes involved in photography, print-making, and overhead transparencies. Requires sufficient organizational and planning to estimate and complete work assignments on a timely basis. Requires sufficient communication skills to convey technical concepts to others and to facilitate discussions about presentations.

▪ **Abilities**

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Requires the ability to utilize computer and graphics related software to complete jobs. ~~and to use traditional graphic artist tools in those situations where the computer is inappropriate.~~ Requires demonstrated drawing and sketching ability. Requires the ability to plan, prioritize and organize work in order to meet established schedules and guidelines. Requires the ability to communicate with a wide range of contacts, on both routine and technical issues, in a manner that elicits a full understanding of the concepts and objectives of requested materials.

▪ **Physical Abilities**

Position involves the use of the computer and ~~or traditional design/illustration tools; requiring forearm, hand and finger dexterity; hand-arm-eye coordination;~~ near visual acuity to bring items into sharp focus; and color vision. Must be able to sit at the computer or drafting table for long periods of time. Requires auditory ability to carry on conversations in person and over the phone.

▪ **Education and Experience**

AA degree plus two years of graphic design experience required, or BA degree and one year of experience.

▪ **Licenses and Certificates**

College of the Redwoods

Position Description

Position: Instructional Multimedia Developer I	Position Number:
Department: Distance Education	FLSA: non-exempt
Reports to: Director of <u>Distance Education Instructional Design and Training</u>	Salary Grade: 116

Summary

Under the direction of the Director of Distance Education Instructional Design and Training, this position will perform a variety of technical and multimedia development duties that will enhance courses delivered both at a distance and in hybrid face-to-face and e-learning environments.

This position is mentored by the Director of Distance Education Instructional Design and Training.

Essential Duties and Responsibilities

- Produces original finished artwork for e-learning courses under the direction of the Director of Distance Education for Instructional Design and Training.
- Produces original artwork for the college's online offerings.
- Assists the Director of Distance Education Instructional Design and Training in determining design needs.
- Participates in team meetings for task assignments and feedback.
- Does digital photography when needed, and is able to edit the image within specifications for the project.
- Produces digital illustrations as needed for specific projects.

Qualifications

Knowledge and Skills

Demonstrated ~~expertise in at least three of the following is required: Photoshop, Graphics Design and Editing, Graphics Illustration, Camtasia, HTML, Flash, or CSS~~. Knowledge of the principles of designing for engagement and their application in digital learning environments.

Abilities

Ability to:

- Perform the essential responsibilities and work tasks of the position.
- Communicate with a wide-range of constituents and simultaneously prioritize work effectively in a fast-paced, deadline-oriented office environment.
- Provides constructive feedback.
- Solicit input of those who are affected by plans or actions.
- Produce requested results within the defined timelines

- Provide creative input to advance team projects and goals.
- Identify team goals and ways to work with co-workers to accomplish those goals; works to keep group activities productive/focused on results.
- Learn new technology, including basic techniques of interactive web-design.

Physical Abilities

Position involves the use of the computer and several software tools, requiring forearm, hand and finger dexterity; hand-arm-eye coordination; near visual acuity to bring items into sharp focus; and color vision. Must be able to sit at the computer for long periods of time. Requires auditory ability to carry on conversations in person and over the phone

Education and Experience

AA or AS degree plus three years of related work experience required, or BA degree and one year of related work experience.

Position: Instructional Support Specialist II	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 114

Summary

Under the technical direction of one or more members of the faculty or an instructional administrator, provides assistance to students involved in various laboratory settings designed to further their knowledge in a specific discipline. Administers homework, tests, or simulation situations to support learning and student lab requirements.

Essential Duties and Responsibilities

- Works with students individually or in class-sized groups to enhance their learning. Provides direct assistance in the use of equipment and materials needed for instruction as well as orienting students to the laboratory. Sets up established laboratory experiences for students as required by course outline or faculty direction.
- Assists instructors in the classroom/laboratory concurrently with lecture or discussion. May ~~actually~~ perform more dangerous and/or complex procedures for students.
- Instructs individual students and small groups in study skills that contribute to their ability to maintain pace in the classroom.
- Receives study modules from faculty members, then ~~instructs~~ provides tutoring to individual or small groups of students who are receiving individual tutoring.
- Administers homework assignments, learning simulations, tests, and quizzes to students as provided by instructors. Corrects tests and homework and assigns grades based on instructor' guidelines, reviewing corrected tests and homework results with students.
- Acquires, maintains and inventories equipment, materials, supplies, live specimens, and written materials required for student instructional needs. Performs repairs on equipment and learning assistance devices. Checks out and maintains control over tools, equipment, supplies, and materials used by students. May be required to maintain contact with appropriate vendors.
- Over the telephone or in person, provides students, staff, instructors and the public with information relating to specific programs. May take messages for students or instructors who are working in the area. May copy materials for distribution for students.
- Maintains records of laboratory activity, including typing forms or inputting data or otherwise retaining information regarding the acquisition, maintenance and distribution of tools, equipment, materials, supplies, and/or written materials.
- Provides for the general cleanliness and security of the laboratory or work area. Handles and disposes of harmful or hazardous materials according to specific instructions relating to their disposal. Participates in providing ~~for~~ a safe environment for the conduct of the

laboratory. Reports maintenance problems as they occur.

- Oversees the work of student helpers. Coordinates their activities in support of the instructional goals. Trains student helpers in appropriate technical aspects of their work. May maintain records for pay purposes.
- Performs other related duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires knowledge of the principles, practices, procedures, and techniques of the assigned subject area (e.g., accounting, sciences, language, and writing). Requires a working knowledge of instructional methods and techniques. Requires a working knowledge of laboratory procedures, organization, equipment, tests, experiments, and simulations. Requires a working knowledge of the handling and treatment of harmful chemicals, substances, and equipment, depending on the type of lab. Requires sufficient reading, math, and writing skills to perform individual and small group tutoring. Requires sufficient human relations skill to facilitate learning with small groups and to convey technical concepts to others. Requires sensitivity to the needs ~~and needs~~ and behaviors of students of various ethnic, racial, and cultural backgrounds.

Abilities

Requires the ability to carry out the responsibilities of the position including delivering instruction to small groups, designing and setting up laboratory assignments, experiments, simulations, and tests, as well as student projects. Must be able to maintain the lab and equipment in a safe and organized manner, including the handling of hazardous materials and equipment as required for some labs. Requires the ability to instruct students in person and virtually through online platforms in the use of equipment and programs. Requires the ability to perform routine record keeping and report writing duties. Must be able to organize and prioritize work and manage time effectively. Must be able to communicate in both formal and informal settings with students, instructors, and other interested parties. Must be able to coordinate the activities of work study students.

Physical Abilities

Requires sufficient ambulatory ability to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings. Requires visual acuity to read numbers and words and to observe students perform tests and assignments.

Education and Experience

The position requires an Associates associate's degree and two years of experience in a laboratory, learning support, or equivalent environment. Additional higher education may substitute for experience.

Licenses and Certificates

Position: Instructional Support Specialist III	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Under the technical direction of one or more members of the faculty and/or instructional administrators, provides assistance to students and/or faculty in multiple academic settings to enhance students' ~~their~~ learning ability. Provides testing accommodations and tutoring services, or faculty support services ~~Designs, constructs, and/or fabricates equipment, modules, simulations, and experiments~~ that will assist the ~~instructors~~ in the delivery of desired instructional outcomes and enhance student learning.

Essential Duties and Responsibilities

- Works with faculty/~~instructional~~-administrator to provide testing accommodations and tutoring services or faculty support services ~~design, construct, modify or rebuild equipment, modules, experiments that will be used in the classrooms and laboratories and in~~ various ~~related but different~~ subject areas. Provides technical assistance to students, faculty and staff; troubleshoots and diagnoses problems with equipment and/or digital learning environments; ~~may assist in setting up laboratories.~~
- Provides work direction for student helpers, work study students, and staff. Coordinates work schedules to ~~insure~~ ensure coverage. Orients new staff to the procedures and policies of the ~~laboratories~~ tutoring and testing centers or faculty support services. Trains staff in the safe maintenance and use of all equipment and/or digital learning environments used in the ~~laboratories~~ tutoring and testing centers and/or in digital learning environments. Monitors performance and security and reports any problems to administrative supervision.
- Assesses student learning habits and needs, then develops alternative learning plans ~~and~~ exercises, and/or learning environments to meet those needs. Designs include the use of multiple media to facilitate presentation and learning. Participates in the development of courses or instructional modules that target alternative learning styles.
- Provides instruction to individuals and small groups on specialized subjects, including the learning methods used to enhance learning and/or to make it more accessible. Develops materials to support instruction.
- Acquires, maintains, and inventories equipment, materials, supplies, written materials, software and hardware required for student instructional needs. Checks out equipment, supplies, and materials to students or faculty.
- Performs general record keeping and data entry duties, may participate in program level reporting.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires knowledge of the theory, principles, practices, procedures, and techniques for adult learning styles and college level subject areas (e.g., accounting, sciences, languages, skilled trades, and writing). Requires in-depth knowledge of instructional methods and techniques, including the use of alternate learning delivery and media. Requires sufficient reading, math, and writing skills to perform individual and small group tutoring or to facilitate workshops for faculty. Requires sufficient human relations skill to facilitate learning with small groups and to convey technical concepts to others. Requires sensitivity to the ~~needs and~~ needs and behavior of students of various ethnic, racial and cultural backgrounds.

Abilities

Requires the ability to carry out the responsibilities of the position including delivering instruction to small groups and, designing and setting up learning exercises in multiple media, simulations, and tests, as well as student projects. Requires the ability to assess student and faculty learning styles and abilities. Requires the ability to instruct students in the use of instruction support equipment and programs. Requires the ability to perform routine record keeping, data entry, and report writing duties. ~~Must be able to organize and prioritize work and manage time effectively. Must be able to communicate in both formal and informal setting with students, instructors, and other interested parties. Must be able to coordinate the activities of work study students~~ and/or faculty and/or to collaborate with teammates in working towards identified outcomes.

Physical Abilities

Requires sufficient ambulatory ability to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment, or specialized work equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings. Requires visual acuity to read numbers and words and to observe students perform tests and assignments.

Education and Experience

The position requires a Bachelors degree in a human development area or the subject being supported, or be considered as a master-level trades specialist (e.g., Associates degree and 4 years of experience) as evidenced through certifications and professional competency. The position requires two years experience supporting college-level instruction.

Licenses and Certificates

Appropriate for the area of assignment.

Position: Library Systems Technician	Position Number: CLIBRSTECH
Department: Learning Resource Center	FLSA: non-Exempt
Reports to: Director, Learning Resource Center	Salary Grade: 116

Summary

Reporting to the Director, Learning Resource Center, the Library Systems Technician performs all copy cataloging for the district library, ensures the currency, integrity, and proper operation of the integrated library system (~~currently Ex Libris Voyager~~ Alma), and oversees the operation of the library's electronic resources.

Essential Duties and Responsibilities

- Retrieves records, prints labels, and ensures library holdings are accurately reflected in the OCLC union catalog using OCLC Connexion.
- Imports records retrieved from OCLC into the integrated data system.
- Modifies MARC-formatted records to reflect an item's local status (e.g. location, item type, and barcode).
- Verifies that data records (bibliographic, holding, item, authority, patron, etc.) are current, consistent, and conform to professional and local policies. Deletes records as required.
- In cooperation with other functional areas (especially acquisitions and processing), develops and maintains workflows ensuring efficient movement of items from receipt to shelf.
- Develops, modifies, produces and maintains reports and monthly and annual statistics pertaining to the integrated library system and the library's electronic resources (e.g. NetLibrary, ProQuest, EBSCO, etc.)
- Establishes and maintains system policies, calendars, permissions, and passwords.
- Modifies the integrated system to reflect local policy changes (e.g. setting up new item types).
- In cooperation with the Faculty Librarian, implements modifications to the system's public web-based interface.
- Prepares for and oversees regular upgrades of the system.
- Troubleshoots and resolves problems in the system and the library's electronic resources.
- Serves as the primary software contact person for all of the library's electronic resources.
- Trains staff on use of the integrated library system as required.
- Creates, revises, and periodically reexamines written policies pertaining to cataloging and systems.
- Maintains software manuals and develops additional documentation as needed.
- Stays current on changes and enhancements to the system (including monitoring the listserv and attending training as time and funds allow), and tracks professional and industry trends regarding library technology generally.
- Assists with technology planning, including assessing the feasibility and desirability of various technology initiatives.
- Other related duties as assigned.

Knowledge and Skills

- Knowledge of post secondary education.
- Communication skills to conduct individual instruction and technical assistance to staff on the use of library technical processing software programs
- Knowledge of Library operations, goals and objectives.
- Sufficient arithmetic skills to arrange materials in numerical sequences and to calculate sums.
- Knowledge of MARC records to perform copy cataloging and identify record problems.
- Interpersonal skills necessary to work effectively with other functional units of the library, all of which interface in some way with cataloging and systems functions.
- In-depth technical knowledge of library principles, practices, and systems.
- Thorough knowledge of an integrated library system.
- Knowledge of Windows Operating Systems, spreadsheets, word processing, and database software.

Abilities

- Ability to perform all duties of the position with only general supervision and support.
- Ability to accurately follow detailed procedures.
- Ability to maintain a well organized and attractive library setting.
- Ability to apply and explain library services, layout, rules, and policies.
- Ability to maintain the circulation area in a manner conducive to support research and studying.
- Ability to deal courteously with library patrons including students and faculty.
- Ability to perform routine clerical and record keeping duties.

Physical Abilities

Requires ambulatory ability to sit for extended periods of time. Requires sufficient hand, arm, and finger dexterity to operate computer keyboard, typewriter or other office equipment. Requires visual acuity to read words and numbers as well as view a CPU monitor. Requires speaking and hearing ability sufficient to hear over a phone and carry on routine conversations and project voice to a small group.

Education and Experience

- B.A. or B.S. degree in a related field plus two years of library work experience or an AA degree and 4 years of library work experience. At least one year of work experience must be in the area of cataloging.

College of the Redwoods

Position Description

Position: Outreach Specialist – Financial Aid	Position Number:
Department:	FLSA: Non-exempt
Reports to: Director, Financial Aid	Salary Grade: 116

Summary

Plans and provides outreach services, programs, and activities for the District. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies and procedures. ~~The incumbent in this position will possess the necessary knowledge and skills to perform at the Financial Aid Specialist III level.~~

Essential Duties and Responsibilities

- Initiate and develop contacts with district instructors, area high schools and other groups to provide outreach programs, presentations, and services.
- ~~Participate in high school recruitment and retention activities. May attend high school/college fairs~~ as a representative of the District during evening hours or on weekends.
- Present outreach programs to small and large group audiences.
- Design, develop and maintain outreach programs and materials using current technology and marketing techniques.
- Participates in all phases of outreach.
- ~~Guides and advises students and prospective students concerning the Financial aid and veterans programs. Explains complex policies and procedures.~~
- ~~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, petitions processes and other relevant issues.~~
- ~~Reviews and evaluates financial aid applications for accuracy and completeness. Determines eligibility and need levels, confirms resources, and grants awards.~~
- ~~Prepares documents certifying financial aid eligibility of students for outside agencies. Submits various reports to federal agencies according to strict regulations and deadlines.~~
- Assists with counter, phone coverage or other departmental duties as assigned.
- Performs other duties as assigned to support the overall objective of the position.

Qualifications

Knowledge and Skills

Requires knowledge of:

- Marketing techniques, program development and program presentation.
- Proper English usage, grammar, spelling and punctuation.
- Understanding of student support services including EOPS, counseling/advising, disabled student programs, transfer, career development/employment, testing and tutoring.
- Problem solving and analytical skills, and in depth knowledge of the work flow requirements for the assigned area.
- ~~Financial aid policies, procedures and operations.~~
- ~~Federal and State regulations relating to eligibility requirements, awarding of funds and administering Financial Aid.~~
- ~~Financial Aid computer systems, word processing, spread sheets, and student database applications.~~
- Knowledge of different learning styles and the implications of these styles when attempting to convey policy information to students and their parents.
- District admissions application process and basic FAFSA application requirements.
- ~~District policies, procedures and programs.~~

Requires skill in:

- Designing presentations and materials for formal and informal groups.
- Proficient ~~Must be highly skilled~~ in using various standard office machines, including computers, word processing and spreadsheet applications as well as presentation software.
- ~~Math sufficient to compute sums, portions, percents, ratios, and quotients from formulas and tables.~~ Strong interpersonal, oral and written communication skills.
- ~~Human Relations to establish effective contacts and interact with a wide range of individuals with courtesy and patience.~~
- Communication to convey technical concepts to others in both small and large group setting.
- Maintaining and meeting deadlines and flexible program schedules

Abilities

~~Ability to work independently with minimal supervision. Ability to perform all the duties of the position efficiently and effectively. Ability to speak publicly before both large and small audiences. Ability to work a flexible schedule that may include some nights and weekends. Ability to keep accurate records as required by the department and Federal and State agencies. Ability to meet deadlines and maintain flexible program schedules. Ability to use software and technology to create presentations, such as Power Point, EXCEL, and Word.~~

Ability to:

- Communicate effectively both orally and in writing.
- Collaborate effectively with college departments and cross-functional teams.
- Lead discussions and make presentations to large and small groups.
- Demonstrate initiative, creativity, team-work, conflict resolution/decision making skills.
- Organize, retrieve, manage and present large amounts of informational details about college programs and processes.
- Demonstrate sensitivity to the needs and concerns of a diverse college population.

- Prioritize assignments and carry projects to completion.
- Work well under pressure; learn quickly.
- Maintain a flexible schedule with some evening and weekend shifts.
- Utilize a variety of computer software, including college data systems and internet

Physical Abilities

Requires ambulatory ability to walk and stand during presentations. Requires the ability to lift, carry and store lightweight objects (less than 20 pounds). Requires sufficient hand, arm, finger dexterity to operate computer keyboard and other office equipment. Requires visual acuity to read words and numbers. Requires speaking ability sufficient to make public presentations to large audiences, be heard over the phone and carry on routine conversations.

Education and Experience

The position requires an Associates degree or the equivalent and two years of experience in a ~~financial-aid~~ higher educational setting. Additional relevant experience may substitute for education.

Licenses and Certificates

Valid ~~California Drivers~~Driver's License —~~must submit current clear DMV driving record.~~

College of the Redwoods

Position Description

Position: Student Services Specialist II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 113

Summary

Performs specialized clerical duties to support ~~student services programs, admitting and registering students for courses, processing financial aid transactions, and general clerical support.~~ Maintains student records. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Provides assistance and information to students regarding admissions, registration, records, enrollment, fees and other areas of student services.
- ~~Assists~~~~Instructs~~ students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews completed forms for accuracy and completeness.
- Processes application forms, reviewing student records for changes in status. Processes requests for transcripts, records and other information. Analyzes and determines the status of applications and forms, referring problems or unique situation to a supervisor for assistance and resolution. Notifies students of need for additional information.
- Enters application data onto a computerized student information system. Makes residency determinations, computes and collects fees, and accounts for money collected.
- Processes ~~student documents-late registration and enrollment changes;~~ ~~ensures~~~~assure~~ accurate posting of student drops; ~~ensures~~~~assure~~ accurate accounting through computer entry of enrollment changes and fees collected or owed.
- Responds to requests from other educational institutions and agencies involving the verification of student status and records. Prepares and transmits routine correspondence for students, verifying student status and other information.
- Maintains student records which includes updating demographic and vital information and posting grades and changes. Reviews records to assure accurate information and timely collection of fees owed by students prior to release of transcripts.
- Reviews periodic reports, editing student files for conflicting or missing information. Collects, compiles, and summarizes information to support report preparation.
- Prepares and revises class lists for distribution to the appropriate sources.
- Performs clerical and typing work related to the office to which assigned. Maintains confidentiality of information processed or received during the course of performing assigned duties.

- Establishes and maintains files as directed. Assembles, collates and prepares materials for distribution. Performs work such as posting records, making arithmetical computations and securing information from clearly indicative sources.
- ~~Provides assistance and general information to students on regulations and requirements for a variety of Student Services programs ~~financial aid programs, including but not limited to, Pell Grants, Cal Grant Program, Stafford Loan Program, Federal College Work Study Program, Board of Governors Grant (BOGG), Bureau of Indian Affairs (BIA), and emergency short term loans.~~~~
- ~~Assists~~ ~~Instructs~~ students in correct procedures for completion of forms and applications, ~~special requirements and restrictions, and supporting documentation such as low income and housing verifications and financial aid transcripts.~~ Reviews completed forms for accuracy and completeness.
- ~~Processes financial aid applications, reviewing documents for accuracy. Disburses financial aid awards to students. Receives questions from students regarding financial aid, referring difficult or involved explanations to others.~~
- Answers telephones 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 record keeping, general office, and clerical skills. 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 information to new students and help resolve problems. Requires sufficient math skills to compute totals from existing fee tables.

▪ Abilities

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 auditory ability to carry on conversations in person and over the phone.

▪ Education and Experience

High School diploma or equivalent required. Additional business or ~~administrative~~ ~~secretarial~~ training preferred. Minimum of three years of increasingly responsible clerical, loan servicing, or record keeping experience is required; within a College or other school ~~setting registration or financial aid office~~ is desirable.

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

Summary

Performs clerical ~~and paraprofessional~~ duties ~~andin connection with~~ providing specialized technical and clerical ~~duties to 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

- ~~— Interviews students participating in the various loan programs, interpreting State and Federal guidelines applying to the programs. Explains the approved eligibility, requirements for program qualification and compliance, and program options so that students can make informed decisions about their obligations. Guides and advises students and prospective students concerning the financial aid programs.~~
- ~~▪ 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.~~
- ~~▪ Personally administers a loan or grant program such as EOPS, etc., for the students at a branch campus.~~
- ~~▪ Assists applicants in completing the various forms and applications. Required for financial aid. Researches/Resolves problems with completed forms/applications and/or financial aid checks.~~
- ~~▪ Reviews and evaluates financial aid applications to determine accuracy, completeness and financial need level. Uses need analysis criteria for review. Performs any required follow-up procedures to get additional information, correct errors or elicit more in-depth data from applicants.~~
- ~~▪ Verifies application data for accuracy. Compares FAESA data with verification documents (104B, Worksheets, W 2s etc.). Corrects information on a financial or student database, performs needs analysis, prepares computer files for reprocessing.~~

- ~~Processes loan/financial aid awards, consulting with supervisor as necessary, and notifying successful applicants.~~
- ~~Prepares payment vouchers for funds to be disbursed from the selected program(s). Initiates and maintains records of awards and disbursements by individual student accounts. Coordinates with others in the department to setup loan servicing as needed.~~
- ~~Provides assistance and information to students regarding admissions, financial aid, registration, records, enrollment, fees and other areas of student services.~~
- 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, ~~and financial aid,~~ welcome center, and 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~~financial aid 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. ~~counseling/advising, and help resolve problems~~. 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~~such as loan origination, financial aid, or basic accounting is required.~~ 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**

College of the Redwoods

Position Description

Position: Student Services Specialist, IV	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Performs technical, clerical and ~~para~~professional duties in connection with admitting and registering students for courses, advising students on financial aid and loans, ~~performing~~~~doing~~ ~~the~~ initial analysis and making recommendations regarding the disposition of residency and transcripts of incoming students, providing outreach services and activities related to initial enrollment, and planning and implementing special programs for students as requested. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Participates in the planning and presentation of outreach information, fairs and programs for the district.
- Assists as requested in the preparation and presentation of new student orientation programs.
- Processes ~~Assists in the processing of~~ incoming student documents and records. ~~transcripts and enrollment forms.~~
- 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.
- Assists as requested with the processes and activities related to academic assistance programs.
- Assist~~ing~~ in fraud prevention and reporting.
- Provides one-on-one or ~~small~~ group advisement for students, parents, or others regarding financial aid, ~~and admissions, and special programs~~ issues, procedures to award, reasons for denial or lack of eligibility, deadlines, petition processes and other relevant issues.
- Instructs students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews and resolves problems with completed forms for accuracy and completeness.
- Provides assistance and information to students regarding admissions, financial aid, registration, records, enrollment, fees and other areas of student services.
- Maintains and audits student records to assure accuracy.
- Analyzes data and makes independent decisions when approving or denying a variety of applications, petitions and appeals.
-

- Researches and interpreting state and federal regulations.
- Performs routine administrative clerical and record keeping duties; including queries, gathering data for state and federal reporting and for outreach efforts.
- Answers telephones and emails and provides information and assistance as required.
- Schedules appointments and maintains schedules for counselors, advisors, and administrators.
- ~~Oversees, coordinates, and schedules student workers; coordinates their activities in support of department goals.~~ Trains student workers in appropriate technical aspects of their work.
- Provides customer service to students, helps resolve student issues, and refers them to appropriate services.
- Compiles statistical data, reports routine administrative or financial transactions or other data and maintains various department information onto established data entry formats. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires a working knowledge of the policies and procedures associated with all Student Services~~financial aid~~ 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. 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 skills sufficient to provide basic advising 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 and the public in both group and individual formats, and help resolve problems with initial enrollment or registration. 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 administrative 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 two years of related work experience such as loan origination, registration/enrollment services, outreach, financial aid, or basic accounting. 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**

Requires a valid driver's license

College of the Redwoods

Position Description

Position: Veterans Affairs Specialist	Position Number:
Department: Financial Aid	FLSA:
Reports to: Director, Financial Aid <u>CSSO or Designee</u>	Salary Grade: 115

Summary

Under the direction of ~~the Director, Financial Aid~~ the Chief Student Services Officer, provide information and guidance regarding veteran educational benefit programs. Coordinate the activities in the Veterans Affairs Office in accordance with established college guidelines and in compliance with federal and state regulations. Continuation of this position is contingent upon continued grant funding.

Essential Duties and Responsibilities

- Provide information and assistance to students, faculty, staff and the public regarding functions, rules and regulations pertaining to the administration of veteran's educational benefits and AmeriCorps awards
- Maintain accurate student records; monitor course enrollment and unit load changes; report enrollment and enrollment changes to VA to ensure accurate payment of benefits.
- Maintain current knowledge of complex rules, regulations and procedures related to VA benefits
- serve as liaison between students, the College and the Veterans Administration; and -local veteran agencies to coordinate, obtain and verify information
- Refer students to appropriate resources, both on-campus and in the community
- Prepare, maintain and verify a variety of files and records related to veterans educational benefits
- Coordinate the scheduling of activities for the Department of Veterans' Affairs representatives
- Organize and coordinate on-campus veteran's workshops
- Plan and implement outreach to promote college enrollment of veterans
- Answer telephones and provide information and assistance as required
- Assist with financial aid duties as assigned
- Assist with submission and processing of CalVet Fee Waiver applications and awards.
- Perform other duties as assigned that support the overall objective of the position
- Serves as point of contact with students and prospective students for Veterans and other services provided by the department.
- Participates in representing the District at activities where potential Student-Veterans ~~Veteran-Students~~ may attend, often in partnership with other external agencies/organizations

Qualifications

Knowledge and Skills

Requires a basic knowledge of regulations, policies, education codes, and guidelines regarding community college admissions and student record keeping. Knowledge of federal and state veteran's affairs and other applicable regulations. Requires a working knowledge of microcomputer operation, including general and specialized software and applications for word processing, spreadsheets, data entry on to relational databases, internet navigation, and student admissions/records tracking. Requires knowledge of and skills in office methods and procedures, proper English language usage, grammar, syntax, composition,

vocabulary, spelling and punctuation. Requires knowledge of basic record keeping practices and procedures, including cashiering. Requires sufficient math skill to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and portray a positive image of the College.

Abilities

Requires the ability to learn and apply regulations, policies, procedures, and guidelines to admissions, registration, and student records. Requires the ability to learn basic knowledge of majors, degrees, certificates, and courses. Requires the ability to type/keyboard and use a pointing device to operate a microcomputer and peripheral equipment. Requires the ability to operate general office equipment and specialized equipment such as imaging equipment and electronic cash registers. Requires the ability to work under pressure, remain calm in stressful situations, meet deadlines and timetables, maintain attention to detail, and combine multiple tasks simultaneously. Requires the ability to compose routine office correspondence. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. Requires the ability to work cooperatively and productively with others and to demonstrate a sensitivity and passion for working with Veterans.

Physical Abilities

Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a work station for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with students at departmental service windows. Requires near visual acuity to write, read written materials and computer screens, and observe students at service windows in need of assistance. Requires sufficient hearing and speech ability for ordinary and telephonic conversations and to hear sound prompts from equipment. Requires sufficient hand-eye and finger dexterity to write, use a keyboard to type and perform data entry at an acceptable rate, and mouse or other pointing device. Requires the ability to reach (from low, level, and overhead) to file, access files, and move supplies and equipment in and out of storage areas.

Education and Experience

- The position typically requires an Associate's degree and 2 years of experience working in an office environment where there are confidentiality requirements and public contact.
- Additional experience working with veterans affairs may substitute for some higher education.

Licenses and Certificates

Valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.












Job Description Evaluation 2023-2024 MOU

Final Audit Report

2024-06-26


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