

Student Services Specialist, Adult Education

Definition

The Student Services Specialist will be responsible for assisting adult education students and families with financial aid, job placement assistance, and student services.

Essential Duties and Responsibilities

- Provide excellent customer service to all prospective students, current students, and staff;
- Provide academic advising services/activities individually and in groups to help students choose appropriate courses to meet students' educational career goals;
- Provide information about post-secondary program offerings, student services, and facilitate the post-secondary enrollment process;
- Guide students in completing all enrollment requirements;
- Ensure accuracy of student records;
- Assist students and their families with all funding application processes, including Federal Financial Aid and California Student Aid;
- Work closely with new, continuing, and re-entry students and their families to ensure the families' needs are met;
- Counsel students on all acceptances and other matters related directly to the student financial plan;
- Respond to e-mail and phone inquiries from current and prospective students;
- Explain institution policies, procedures, and regulations to incoming and continuing students;
- Remain current on policies, procedures, and technology as it pertains to Federal Financial and California Student Aid requirements;
- Participate in student-related events;
- Ensure that all admissions policies and procedures are explained;
- Provide all students with post-secondary catalogs;
- Explain all academic policies;
- Provide students with all required admissions documentation;
- Ensure that all required documents are completed accurately and in full;
- Conduct financial aid workshops on the main campus, instructional service centers, and high schools, as necessary;
- Stay abreast of updated or new student services rules, regulations, and policies related to financial aid, communicating changes to appropriate constituents;
- Assist with resolution of complex problems and issues related to financial aid awards;
- Answer questions, inquiries, or requests from students, parents, or guardians, in person or in writing, regarding financial aid programs and eligibility;
- Notify students of changes in eligibility of awards and alternatives to amend the awards;
- Assist with other financial aid activities: outreach, reporting, and monitoring;

- Provide career placement and place graduates in jobs;
- Work with Work Source Centers, the Economic Development Division, and potential employers;
- Organize, coordinate, and publicize career-related events and opportunities for students;
- Maintain an up to date database of successful student job placements;
- Display the highest level of integrity;
- Ensure compliance with applicable Tri-Community Adult Education policies, procedures, laws, and regulations;
- Perform other related duties as requested or assigned.

### Qualifications

#### Required Qualifications

- Three years of responsible experience with Federal Financial Aid Title IV funding, career placement, and student services;
- 48 semester units or AA Degree;
- Excellent customer service, human relations, and communication skills;
- Any combination of experience and training which would indicate possession of the knowledge, skills, and abilities to perform the job.

#### Preferred Qualifications

- Work experience in adult education or postsecondary education;
- Work experience in job or career placement assistance.

#### Knowledge of

- Title IV Regulations and programs;
- Career and job placement assistance;
- Current technologies, word processing skills, and associated office software, including Microsoft Office Suite and database programs;
- Oral and written communication skills and interpersonal skills.

#### Ability to

- Organize;
- Work well with others;
- Work with detailed information and data;
- Create, strategize, and think analytically;
- Manage multiple projects.

This position will be full-time and will be paid on Range 176 (\$4,724-\$5,743) of the Classified Salary Schedule.