

MENDOCINO-LAKE COMMUNITY COLLEGE DISTRICT

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Application Deadline: Open Until Filled
First Review of Applications: January 31, 2019

Student Services Specialist (32-37 hrs/wk @ \$20.31/hr; 12 months/year)
Categorically/Multi-Funded
Short Term Non-Continuing Assignment (STNC)

Under general direction of their supervisor, provides a variety of multi-department/program student support services; assists prospective and current students with application process for various programs; determines eligibility and awards; tracks student progress; prepares related reports; assists with other special student and department services and activities as assigned.

Responsibilities:

- Develop a welcoming center environment and serve as the initial point of contact for multiple student services programs; facilitating receiving, screening and directing students and visitors to the appropriate office, program, department and/or individual. Performs a variety of administrative support duties; provides information and assistance to faculty, staff, students, and the public regarding program policies, procedures, rules, regulations, documents and forms; resolves questions and issues.
- Provides a variety of office support functions, including: operating a multi-line phone system; routing phone calls; taking and forwarding messages; work processing; copying; opening and distributing mail; updating documents; completing special projects and survey activities; maintaining a variety of reports, forms, and other related materials; and compiling information for statistical and other purposes.
- Maintains computerized faculty, staff and manager schedules including scheduling student appointments; maintains student files; records contacts; performs data entry; provides student data to faculty, staff and managers as needed; supports students through the matriculation process.
- Assists in implementing and coordinating activities and events such as: CalFresh outreach; Food Pantry; Week of Welcome; Career Fair; College and University Day; career workshops; special presentations; and visiting transfer personnel from other colleges; works with faculty, staff, students, schools, colleges, universities, and community agencies; makes arrangements, prepares related announcements, records and reports.
- Assists multiple programs with: monitoring expenditures; recordkeeping; reports; composes and prepares correspondence; arranges and schedules meetings and appointments; makes travel arrangements; prepares agendas; takes meeting notes.
- Participate in trainings/professional development to stay abreast of the various programs within student services.

PREFERRED QUALIFICATIONS

Associates of Arts/Science degree

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QUALIFICATIONS

Knowledge of Federal and state student financial assistance programs; recruitment techniques and methods; public speaking techniques; verbal and written communication skills; interpersonal skills using tact, patience, and courtesy; interviewing and advising techniques; financial recordkeeping techniques

Ability to Learn, interpret, apply and explain rules, regulations, policies, and procedures of federal and state student financial assistance programs and the department; interview and advise students from diverse ethnic and socio-economic backgrounds; understand and follow verbal and written directions; analyze situations accurately and adopt an effective course of action; read financial and income tax statements; communicate effectively both verbally and in writing; plan and organize work; establish and maintain cooperative and effective working relationships with others; meet schedules and timelines; work independently with little direction; complete work with many interruptions; train and provide work direction to others; provide budget recordkeeping; maintain records and prepare reports; provide own transportation; operate a variety of office equipment including a microcomputer and related software, typewriter, calculator, copier, and others as applicable.

WORKING CONDITIONS

Office environment; subject to interruptions and distractions; drives to College Centers. Attendance at State mandated conferences and training may be required. Physical demands include sitting, standing, reaching, bending, walking, and occasional light lifting (up to 15 lbs).

SALARY AND BENEFITS:

This is a Short-Term Non-Continuing (STNC), temporary, hourly position, 32 -37 hours per week, \$20.31 per hour. The only benefits associated with this job are workers compensation, social security, and Medicare. Ed Code 88003 authorizes a governing board to hire STNC employees for less than 75% of a school year, up to 180 days.

APPLICATION PROCEDURE: By January 31, 2019, 5:00 p.m., submit the following to Human Resources, Mendocino College, 1000 Hensley Creek Road, Ukiah, CA 95482. These materials may also be scanned and submitted electronically via email to Human Resources, HRrecruiting@mendocino.edu, or faxed by the deadline date above to 707-467-1023.

- Completed Mendocino College Non-Academic Application and Voluntary Applicant Survey: <https://www.mendocino.edu/sites/default/files/docs/personnel/application-classified.pdf>
- A resume and cover letter explaining how the applicant meets the qualifications
- Two recent letters of recommendation

Interviews are by invitation only.

The college does not reimburse applicants for related travel expenses.

THE COLLEGE: Established in 1973, Mendocino College is a vibrant and inclusive academic community rich in culture, creativity, diversity, and cutting-edge technology. A fully accredited two-year community college, the District serves more than 4,500 students in the greater parts of Lake and Mendocino Counties.

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The beautifully landscaped main campus is located in Ukiah, California — ranked among the best small towns in the United States. With clear skies and panoramic views of oak-covered hills, sprawling vineyards, and distant mountains, the 127-acre campus is equipped with a new state-of-the-art Library/Learning Center, high-tech Allied Health Facility, and Student Center. The college operates two newly constructed and fully equipped centers in Willits and Lakeport, and the newly acquired Mendocino Coast Center, conveniently providing our valued students with quality instruction, academic support and administrative services in neighboring communities.

With a comprehensive curriculum and engaging instruction, Mendocino College, provides a wide variety of degree, certificate, transfer, occupational and community service programs. Mendocino College students learn in a nurturing and supportive environment enhanced by small-sized classes, personalized academic advising, and several hundred dedicated faculty and staff.

Complete with a friendly small-campus academic setting and a respectfully collaborative work environment, Mendocino College boldly prepares students for a future of innovation and success.

THE COMMUNITIES: Mendocino and Lake Counties include some of California’s most picturesque landscape. Because of the geographic location, climate, and natural beauty, Mendocino and Lake Counties attract many visitors. Agriculture, timber, and tourism industries form the economic base of the area with some light manufacturing. Mendocino County has a long and colorful history as a premium grape-growing region within the state’s famous North Coast wine country, while Lake County is noted for its pear production and as an attractive spot for retirement and vacationing. A relaxed and friendly lifestyle is characteristic of our communities. Recreational opportunities abound for water skiing, swimming, fishing, boating, sailing, camping, hiking, tennis, and golf.

Mendocino College welcomes applications from all qualified candidates who demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of our community college students.