

STUDENT PROGRAM SPECIALIST

CLASS SUMMARY

Under general direction, assists in specific student development programs; may direct clerical support staff, and student workers, performs related duties as required.

REPRESENTATIVE DUTIES

Provides information to students regarding available programs and services. May refer and/or assist students in obtaining counseling, admission, registration, financial aid and other campus services. Provides orientation and direction for program staff in procedures, protocols and policies related to the services offered. Assists program professionals(s) in most phases of program delivery and development, i.e., scheduling, recordkeeping, report writing, needs analysis, new services and outreach. Compile and input data to facilitate program reporting requirements; may perform other related duties as assigned.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated manager/administrator and may direct activities of student workers and clerical support staff.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

High School Diploma or GED and any combination of training, education and experience equivalent to one year in a position that involves considerable public contact or working with students.

Knowledge and Abilities

Working Knowledge of: techniques and methods of interviewing; mainframe/micro computers, student records and word processing/spreadsheet software.

Ability to: gather and analyze data; communicate effectively orally and in writing; establish and maintain cooperative working relationships with students, staff and faculty.