

# Job Description

Position Title: Student Services Specialist 2

Job Family: Student Services

Job Level: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 03

## Position Summary:

The Student Services Specialist 2 serves as special resource for students navigating Pima Community College. Responds to student inquiries via telephone, email, and walk-ins and guides students through the enrollment process. Works with Division Teams and serves as a high-level resource specialist in multiple areas of student services. Researches and resolves student concerns as first point of contact and makes independent determinations and recommendations to students in accordance with guidelines prescribed by Student Affairs.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Monitors and answers student inquiries via media platforms and PCC online services. Responds via email and phone to variety of students' questions and inquiries.
2. Provides advice to students on policies, procedures, and processes pertaining to multiple functional areas, targeted academic programs, or student populations.
3. Navigates students through the Pima platforms, including MyPima, MyDegreePlan, and the Pima website; guides students in successful use of platforms.
4. Makes decisions or recommendations according to guidelines for financial aid and advising, evaluates academic transcripts and makes graduation checks, and assists with degree plans. Prioritizes student service requests. Trains and assists students to navigate the student portal and online student services processes.
5. Resolves student services complaints and concerns. Answers a variety of general inquiries and requests.
6. Serves as a resource for students in completing various forms and applications; helps students stay in compliance with college policies and procedures; and maintains confidential student records in compliance with Family Educational Rights and Privacy Act (FERPA).
7. Organizes transfer fairs, career fairs, additional projects or activities including training. Facilitates workshops. Recruits with local high schools, dual enrollment programs, and industry partners to support collaboration and integration of technology and experiential learning.
8. Implements department operational procedures, forms, and processes in coordination with the District Office specifications and other campus departments.
9. Makes recommendations for process changes and improvements; prepares reports and conducts data collection.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of regulatory compliance principles and practices.
4. Skill in effective communication (both written and oral).
5. Skill in performing a variety of duties, often changing from one task to another of a different nature.
6. Skill in positive, productive and flexible customer service.
7. Skill in analyzing data and drawing conclusions.
8. Ability to apply effective and accurate data entry and typing skills.
9. Ability to develop and maintain effective and positive working relationships.
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

## Supervision:

- Not responsible for supervising the work of others.

## Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, may set priorities and organize work within general guidelines established by supervisor/manager.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High School Diploma or GED
- Associate's degree in related field required.
- Three (3) to five (5) years of related experience.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

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### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening or weekend work hours.
- Pre-employment Background Check Required.
- DMV Check/Current and Valid AZ Driver's License