

POSITION DESCRIPTION

Completion Specialist

Position Completion Specialist
Department/Site School Relations/Outreach
FLSA Non-Exempt
Evaluated by Outreach Supervisor
Salary Range 33

Summary

Promotes the enrollment, retention and completion of students. Plans, coordinates, and implements programs and activities that reach out to potential students using techniques such as speaking to community groups, organizing programs and events to enhance school readiness, and making direct contact with assigned students.

Essential Duties and Responsibilities

- Performs a variety of specialized duties to support student recruitment, completion and retention.
- Assists students with enrollment and registration.
- Provides information to assigned students regarding application procedures and college registration, facilities, services, and the instructional program. Provides information on district policies and procedures.
- Maintains electronic records for student contacts ensuring privacy of confidential student information.
- Assists in providing guidance, support and assistance to students concerning class schedules, career goals, instructors, and academic progress. Assists students in resolving problems and in communicating effectively with others.
- Assists with preparing informational materials including newsletter articles.
- Prepares and distributes statistics on assigned students and sends to appropriate personnel for assessment.
- Refers assigned students to various district resources, community employment and social service organizations.
- Assists assigned students in navigating college support services and with connecting with Student Life and Leadership Development Program activities.
- Communicate with student services personnel, faculty and student body groups to exchange information and coordinate activities.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
 - Requires knowledge and understanding of Student Equity Plan objectives.
 - Requires understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.
 - Requires well-developed human relations skills to convey success strategies to students and to coordinate with faculty, coaches, and liaisons.
 - Requires well-developed skills with knowledge of applicable word-processing, spreadsheet, and record keeping database applications sufficient to generate reports.

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Abilities

- Requires the ability to independently perform all duties with efficiency and effectiveness.
- Requires the ability to analyze student performance and develop unique plans of action.
- Requires the ability to impart technical and detailed information through one-on-one or group presentations.
- Requires the ability to perform data entry and database management duties or other general record keeping and file maintenance duties.
- Requires the ability to communicate both formally and informally with a wide range of contacts.
- Requires the ability to perform assignments on varying work schedules

Physical Abilities

- Performs work of a sedentary nature.
- Requires sufficient ambulatory ability to move to various work locations.
- Requires manual hand-eye-arm coordination to use a personal computer.
- Requires the ability to retrieve, lift, push, pull, and carry lightweight materials on an occasional basis.
- Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type presentations.
- Requires near visual acuity to read printed materials.

Education and Experience

- An associate degree, or the completion of at least sixty (60) college-level semester units; or, in the absence of an associate degree, or completion of at least sixty (60) college-level semester units, two years of experience working in a student services-oriented role at a community college or other college/university.

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.