Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY:
Responsible for performing a variety of complex and responsible administrative support duties in support of the Teaching and Learning Centers, such as First Year Experience program, Summer Bridge, and Learning Communities; providing a variety of information and outreach services to assigned students; monitoring the program budgets and associated expenditures; preparing a variety of administrative and analytical reports on program activities, including researching and compiling complex data; assisting in the development of marketing strategies and related materials; and providing information and assistance to staff, students, parents, partners, and the public.

DISTINGUISHING CHARACTERISTICS:
The Teaching and Learning Center Specialist is distinguished from other administrative support classifications by its support for Teaching and Learning Center program activities. Receives supervision from the Title V/HSI Project Supervisor and additional direction from assigned faculty.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs a variety of administrative support duties; organizes and administers support services as appropriate.

2. Provides information about program services to students individually and in groups; assists students in completing applicable forms, applications, and other documents; makes referrals to campus support services and resources; schedules appointments with counseling staff as necessary; provides general information and assistance to assigned students.

3. Responds to requests and inquiries from faculty and students on a wide variety of program and academic issues requiring the application and interpretation of District/Teaching and Learning Center policies, procedures and program requirements; explains program requirements; assists in monitoring and tracking the progress and program completion requirements of assigned students.

4. Coordinates and participates in outreach and retention activities for assigned programs; conducts group presentations to provide information on assigned program services.

5. Assists in the development of marketing strategies and promotional materials in a variety of media to promote the assigned programs; distributes materials on campus, at local high schools, and other off-site locations as needed.
6. Assists in developing, updating and maintaining content for the program website and social media outlets; ensures the accuracy and consistency of data; validates hyperlinks.

7. Assists in the preparation, development, and maintenance of the program budgets; creates fiscal budget forecasts and generates reports based on specific criteria; monitors expenditures and researches and corrects discrepancies; posts data and maintains accurate balances; analyzes and recommends budgetary adjustments.

8. Prepares and assigns account codes and processes purchase requisitions; purchases requested items and reconciles invoices to statements; processes invoices for payment; arranges travel plans for the Title V/HSI Supervisor and assigned faculty; processes travel claims.

9. Researches, compiles, and analyzes a variety of information and data related to the assigned programs for a variety of internal and external reports, including running and accessing queries from an integrated database system; prepares comprehensive analytical reports, ensuring accuracy, completeness, and conformance with established policies and procedures.

10. Composes, types, and proofreads a variety of correspondence, memoranda, and other written materials.

11. Attends meetings and serves as a meeting recorder; creates meeting agendas and agenda packets; takes and transcribes minutes.

12. Serves as a liaison between the Teaching and Learning Center and staff, students, parents, partners, the public, other District departments, and outside agencies; responds to requests and inquiries regarding assigned program policies and procedures; researches and resolves complaints and problems, referring issues beyond the position’s scope of responsibility to the supervisor and assigned faculty as appropriate.

13. Maintains technical and administrative documents and records supporting program activities; coordinates hiring processes for short-term and student employees and volunteers, including initiating and tracking required documents and submitting them to Human Resource Services; updates and maintains a variety of confidential files and records; maintains and updates a variety of resource materials.

14. Operates a variety of office equipment including computers, copiers, and facsimile machines; utilizes applicable software applications to perform a wide variety of tasks including word processing, spreadsheet development, and data entry.

15. Participates in the development and implementation of operational, administrative, program, and various other policies and procedures; recommends and implements plans for expanding or improving assigned programs.

16. Assists at the Teaching and Learning Center front desk by answering phones, checking out educational equipment to students and faculty, scheduling appointments, and providing general college/program information to the general public as needed.

17. Serves as a lead to lower-level classified and hourly support staff, including assigning work and assuming training responsibilities; coordinates and oversees Teaching and Learning Center activities in the absence of higher-level staff; assists assigned faculty in the recruitment, oversight, and training of assigned program mentors.

**Marginal Functions:**

1. Performs related duties and responsibilities as required.
QUALIFICATIONS

Knowledge of:

1. Operations, services, activities, policies, and procedures applicable to assigned areas of responsibility.
2. Policies and procedures applicable to budget, purchasing, and financial recordkeeping.
3. Policies, procedures and operating practices applicable to student academic assessment, matriculation, and student services, including counseling.
5. Methods of data collection, research, and analysis.
6. Principles, practices and applications of marketing and public relations.
7. Methods and techniques of student outreach.
8. Methods and techniques of public speaking.
9. Advanced use of word processing, spreadsheet, database, web development, and other standard office software to create documents, materials, and websites.
10. Correct English usage, including spelling, grammar, and punctuation.
11. Basic mathematical principles.
12. Principles of serving as a lead to lower-level staff, including training.
13. Practices and procedures for developing and maintaining filing systems and records.

Skill in:

1. Developing outreach and marketing materials.
2. Performing routine budget and purchasing functions, including assisting budget development and administration.
3. Researching, compiling, analyzing, interpreting, and preparing a variety of complex administrative and analytical reports.
4. Assessing student needs, interests, and requirements, informing students on the availability of programs and services, and making referrals to appropriate resources and services.
5. Speaking before large groups.
6. Coordinating and promoting outreach programs and related activities.
7. Independently preparing correspondence and memoranda.
8. Organizing, setting priorities, and taking initiative within assigned area of responsibility.
9. Operating office equipment including computers and supporting word processing, spreadsheet, database, and web development applications and integrated software systems.
10. Typing at a speed necessary for successful job performance.
11. Interpreting and applying applicable Federal, State, and local laws, codes, and regulations and administrative policies and procedures.
12. Responding to difficult requests and inquiries from faculty, staff, students, and the public.
13. Working independently in the absence of supervision.
15. Formatting, proofreading, and preparing a variety of written materials.
16. Providing lead oversight and training to assigned lower-level staff.
17. Communicating clearly and concisely, both orally and in writing.
18. Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Four years of increasingly responsible administrative support experience including complex programmatic responsibilities.

Education/Training:
Equivalent to the completion of the twelfth grade supplemented by college-level coursework in business administration or a related field.

Licenses/Certificates:
Possession of, or ability to obtain, an appropriate, valid driver's license by time of appointment.

WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens, noise and electrical energy.

Physical Conditions:
Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time; visual acuity for creating computer-generated work to read printed materials.