

DUAL ENROLLMENT SPECIALIST

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of specialized program support activities and services related to Dual Enrollment which requires a high level of confidentiality, responsibility, and independent judgement; coordinates workshops for program entry and other functions associated with student guidance, support, and onboarding; supports a wide variety of projects involving local school districts assigned programs and relations; maintains a positive image of the District throughout the community.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Supports and coordinates program activities to ensure efficient and effective Dual Enrollment program operations; coordinates program communications; assists with administrative matters anticipating program needs and cycles, which include recurring monthly and yearly activities. *
2. Performs a variety of duties related to student onboarding and support, including but not limited to the application and admissions process, course registration, parental consent Canvas training, and scheduling of workshops and presentations, as needed. *
3. Provides student referrals to Butte College Student Support Services, solutions, guidance, and follow-up to improve student retention, persistence, and completion. *
4. Serves as a liaison between college and local high schools; communicates regularly with dual enrollment instructors and high school counselors in support of student success; organizes information to present and share with potential new students preparing to take dual enrolled courses; provides program information and assistance to high school students in a variety of formats concerning application and registration processes and procedures, consent forms, program content, requirements, policies, and procedures. Travels to local high schools to meet with students, instructors and counselors.*
5. Assists with planning, coordinating, and implementing assigned programs, associated committees, assignments, campus constituency groups, and staff meetings maintaining a high level of confidentiality. *
6. Remains current on program issues, complaints, concerns, situations, and/or conditions of special interest of the assigned administrator; assists students, staff, and management to ensure resolution of problems or concerns are done in a timely manner.*
7. Utilizes computers and a variety of software applications, programs, and peripherals to perform advanced-level document production including the complex formatting of documents, forms, program materials, presentations, brochures, memoranda, meeting minutes, and confidential materials. *
8. Maintains a working knowledge of specialized program(s) terminology and Dual Enrollment policies and procedures. *
9. Tracks and monitors Dual Enrollment program enrollment and activities. *

10. Schedules, coordinates, and/or participates in various activities, presentations, and workshops related to the Dual Enrollment program. *
11. Monitors and maintains computer databases, record keeping, filing, and file sharing systems. *
12. Maintains and revises content for program website and directory as needed. *
13. Attends and participates in staff meetings and committees as appropriate; attends and participates in local, state, and national meetings and workshops, as requested. *
14. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
15. May develop quarterly calendar of meetings and activities related to assigned program and/or office; may coordinate and facilitate program special events; secures facilities, materials, speakers, and catering as needed.
16. May provide work direction to student workers, student assistants, and/or short-term, temporary staff; may prepare and process paperwork as needed for temporary employees required for the assigned program.
17. May serve on a variety of District and/or college committees as requested.
18. Performs other duties as assigned that support the overall functions of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* with coursework in education or related discipline; **AND**
- Three (3) years of experience working in an academic environment participating in outreach and recruitment of college or high school students.
- Or, any combination of education, experience, or training which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Required to hold and maintain a valid driver license *'if and when'* travel is required the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Bachelor's degree.
- Two (2) years of experience working at a community college.
- Experience working with students from underrepresented groups.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code related to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Title V guidelines for attendance.
- Available student support programs and services.
- Community resources available to students.

- Student Information Systems.
- Principles and practices of special event coordination and marketing techniques.
- Policies and procedures related to the Student Code of Conduct.
- Methods and techniques in working with current and prospective students.
- Modern office methods, techniques, and available technologies.
- Administrative services that support the deliver of higher education including but not limited to enrollment, financial aid, student and veteran services.
- Individual interview and case management techniques and practices.
- Training models, principles, theories, methods, and techniques for successfully providing services to students.
- Statistics and research methodologies.
- Principles, objectives, and practices related to public education, operations, programs, and services.
- Data collection and evaluation of services, projects, and day-to-day operational needs.
- Computer software programs and applications related to the area of assignment.
- Mobile devices and applications utilized by the District and/or college.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department rules, regulations, policies, and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations.
- Learn, interpret, and apply the rules, regulations, policies, and procedures related to student services, events, and activities.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Ensure compliance with all laws, regulations, and policies related to the area of assignment.
- Provide academic, campus social and career-related information and assistance to students.
- Comply with stringent confidentiality requirements.
- Conduct effective trainings, workshops, and conferences.
- Work effectively with the community, state, and local agencies.
- Set goals for student success and support programs.
- Research, extract, identify, compile, organize, and analyze statistical data that contribute to understanding student success.

- Interview and develop relationships with students.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Apply motivational interviewing techniques with students to encourage engagement with higher education.
- Access and document student files, ensure privacy and confidentiality of information
- Communicate in a professional manner in formal and informal settings with students, faculty, and staff.
- Respond to a diverse set of cultures, ethnicities, socio-economic groups, and their interests.
- Read and write at a level appropriate for the position.
- Comprehend and stay current with laws, regulations, and guidelines related to the area of assignment.
- Accurately assess the educational support needs of students.
- Analyze situations and adopt an effective course of action.
- Collaborate with others to develop services, events, and activities related to the area of assignment.
- Understand the scope of authority in making independent decisions.
- Communicate professionally in confrontational situations.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Accurately gather and compile information.
- Prepare reports, correspondence, and make sound, educated decisions.
- Complete work assignments according to established timelines.
- Update, maintain, and follow schedules and calendars.
- Execute problem solving and critical thinking skills.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate sensitivity to and respect for diverse populations.

- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. The incumbent will perform work with frequent interruptions in a student-focused environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.