



## **Program Services Specialist**

### **Department: Tutoring/Writing Center**

**Posting Closing Date: Wednesday, May 24, 2023**

**Full-Time 12-month Position (1.0 FTE)**  
**40 hours per week plus benefits**  
**Classified Salary Schedule, Track 14**  
**(Currently: \$25.90 - \$32.11 per hour)**

#### **About Gavilan:**

Located in the heart of California between San Jose and Monterey, Gavilan College's main campus in Gilroy serves a diverse student population in a beautiful, park-like setting. In addition, we have campus centers located in Hollister, San Martin, and South San Jose, which offer students a variety of courses and programs. Our community recently voted to pass Measure X, a bond to renovate the main campus and build a full-service campus in Hollister. Gavilan is proud to meet the needs of our growing community, offering high-quality education in more than 70 transfer-related fields and over 30 industry-relevant career pathways; in 2020-21, we awarded more than 600 Associate Degrees and 797 career education certificates.

Gavilan College, a Hispanic Serving Institution with a 58% Latinx student population, is committed to achieving educational equity for all students. We work to provide students with a rich and relevant learning experience that emphasizes student engagement in and out of the classroom, encouraging students of all ethnic and socioeconomic backgrounds to realize their goals and become socially responsible leaders. When you join our team at Gavilan College, you will become part of an innovative and equity-focused community that approaches higher education as a matter of social justice requiring broad collaboration among faculty, staff, administration, students, and community partners.

Gavilan College fosters justice, equity, diversity and inclusion through its Principles of Community. As a member of the Gavilan College community, you will join us in valuing the worth and dignity of every person, the pursuit of truth, devotion to excellence, and the principles of democratic citizenship. All Gavilan employees strive to maintain these ideals in an environment of inclusiveness and mutual respect. We live these shared Principles of Community and work collaboratively to serve as a model of an exemplary, student-centered community-serving college.

#### **Ideal Candidate:**

Gavilan College is committed to recruiting individuals that embody our Principles of Community by:

- actively demonstrating a commitment to embracing and celebrating diversity;
- committing to collaboration, effective communication and the development of strong working relationships;
- promoting purposeful inclusion of all groups and the free exchange of ideas in a respectful, trusting and considerate environment; and
- demonstrating commitment to a college which prioritizes equity in resource allocation.

The ideal candidate for this position is an equity-minded individual who understands the importance of holding ourselves accountable for closing equity gaps and engaging in equitable practices. Gavilan strives to attract candidates who view the elimination of inequities as an individual and collective responsibility and

who are able to reframe inequities as a problem of practice. The ideal candidate understands the mission and purpose of the Tutoring and Writing Center and demonstrates a commitment to student-centered practices, effective cross campus collaboration, purposeful service to the community and culturally responsive practices.

The ideal candidate will have the ability to work in a fast-paced environment and adapt to the needs of a diverse student population while providing in-person and online support to students, tutors, faculty, and staff. The ideal candidate will have experience working in a diverse and dynamic academic support role and/or have knowledge and understanding of the linkage between academic support and student success. Desirable skills include bilingual fluency in English and Spanish, strong written and verbal communication, technical use of Microsoft 365, basic webpage management, and social media platforms.

### **The Position:**

Are you interested in creating an exceptional educational environment for students who are part of a dynamic, inclusive community? If you see yourself as a professional who empowers students of diverse backgrounds to reach their potential through innovative, structural change, we invite you to apply for the Program Services Specialist position. At Gavilan College, we welcome your commitment to fostering a learning environment where resources are devoted to developing opportunities for students to break barriers and thrive as scholars and community members.

Under general supervision, to provide administrative, liaison and program support services for students in specialized College programs; and to perform related duties as assigned.

### **Distinguishing Characteristics:**

This classification performs administrative, technical and office support work in coordinating one or more of the College's student support services programs, working with a program manager. Responsibilities of this class include student and program advocacy, outreach and recruitment, and administrative functions such as budget projection and monitoring, maintaining and updating detailed records and financial accounts, and preparing periodic and special reports including those to the Chancellor's office. Assignments require incumbents to exercise judgment within established program and College guidelines. This class differs from Senior Program Services Specialist in that the latter independently provides such support for the most complex and critical programs.

**Essential Duties:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Serves as liaison with, and represents the college's program to, external agencies on matters related to program funding, inter-agency program cooperation, services to or needs of specific clients/students, mandates, referrals, and other cooperation and coordination;
- Serves as liaison and contact with college staff regarding student needs, assistance, status and progress, special accommodations, program capabilities and limitations, production of materials, and related program matters;
- Reads and interprets program regulations and drafts objectives, plans and procedures to ensure compliance;
- Drafts and monitors the budget for the assigned program area; maintains expenditure records and prepares reports; works with the business office to resolve discrepancies; performs special budget tracking related to funding requirements; prepares invoices;
- Collects, compiles, summarizes and analyzes program, student and client statistics; inputs to computer and maintains data bases for data tracking, reporting, communication, and outreach;
- Prepares a variety of informational and required reports on program statistics, services, and activities;
- Prepares a variety of written materials including correspondence, reports, brochures, publications, and other materials, working in collaboration with college departments and

- programs;
- Determines eligibility of students for program services and benefits;
- Recruits students for program services and college attendance through program benefits;
- Provides program orientations for students, and explains policies, procedures and requirements to students and others;
- Monitors student/client status, needs and progress;
- Confers with, advises and assists students on a variety of school, personal and program-related issues, decisions and processes and makes referrals;
- Identifies appropriate resources and services within the college and community, and assists students/clients by arranging appointments, assisting with applications, discussion with referral agency or individual, and other coordination;
- Makes presentations to various groups to promote program utilization and understanding of issues related to the program and the individuals it serves;
- Arranges or prepares and conducts special training for students/clients, college staff, and others;
- Coordinates special events related to the program such as conferences and workshops;
- Identifies, obtains and maintains special resources for students/clients served and staff;
- Attends, conducts and/or participates in a variety of committees and meetings;
- Provides a variety of responsible office support for the program

**Minimum Qualifications Education and Experience:** Any combination of training and experience equivalent to:

Knowledge:

- Federal, state and other regulations pertaining to the program area.
- Procedures and requirements for student program eligibility.
- Program and service needs of students served by the program area.
- Principles and practices of program planning, budgeting and monitoring.
- Computer use and desktop applications software pertinent to the assigned area.
- English grammar, spelling and punctuation

Skills and Abilities:

- Planning and delivering effective oral presentations to groups.
- Reading, interpreting and applying regulations, policies, and procedures related to the program.
- Planning and tracking program budgets.
- Drafting and implementing program plans, objectives and procedures.
- Representing the program at a variety of internal and external committees and meetings.
- Establishing and maintaining a variety of records, data and required reports.
- Preparing effective written reports and correspondence.
- Planning and coordinating special events related to the program.
- Establishing and maintaining effective working relationships with those contacted in the course of the work, including working with students with special needs.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; specified positions within this class may require certification of bilingual skills.

**Illustrative Education and Experience:**

A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

An Associate of Arts degree with major coursework in business or public administration, or an area which would provide program-specific knowledge and skills, and two years of

experience in program administration, analytical or instructional support.

**Physical Characteristics:** The physical abilities involved in the performance of essential duties are:

Speech and hearing to communicate effectively in individual and group settings; manual dexterity to operate keyboards and manipulate papers; vision to read text, forms and computer screens; mobility to travel to committee meetings and conferences off campus.

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

### **Application Process:**

To be considered for this excellent opportunity the following items are required to be received by the CCC Registry no later than **5:00pm on Wednesday, May 24, 2023 through the following [CCC Registry website: www.cccregistry.org](http://www.cccregistry.org)**

1. CCC Registry online application (all sections are required to be completed, Education, Employment History, Professional References, General Information, and Diversity Statement). Apply at [www.cccregistry.org](http://www.cccregistry.org) \*
2. Cover letter detailing qualifications and experience\*
3. Abbreviated Curriculum Vitae or Resume\*
4. Diversity Statement (within CCC Registry application)

\*Denotes application materials that are required for full consideration.

As an equal opportunity employer, we are required to compile summary data on applicants. We are requesting your assistance in providing the information on the personal and ethnicity section of your CCC Registry profile. The completion of the questionnaire is voluntary. The form will remain in the Human Resources department and will be kept confidential and separate from all hiring documents. It will not be forwarded to those making employment decisions.

If you have questions related to the CCC Registry or technical aspects regarding submitting application materials on the [CCC Registry website](http://www.cccregistry.org), please contact the CCC Registry directly at [registry@yosemite.edu](mailto:registry@yosemite.edu) or call (800)245-4157.

Please make sure to contact the CCC Registry at (800)245-4157 **AFTER** you have applied for this job to verbally confirm that your application materials were submitted correctly and that your application is included in this recruitment.

If you have a verifiable disability and require accommodation to complete the application process, please contact the Human Resources Office at (408) 852-2823.

Please be aware, the District does not reimburse for expenses related to the recruitment process.

### **NON-DISCRIMINATION**

Gavilan Joint Community College District is an Equal Opportunity Employer committed to nondiscrimination on the basis of ethnic group identification, race, color, language, accent, immigration status, ancestry, national origin, age, gender, gender identity, religion, sexual orientation, transgender, marital status, veteran status, medical condition, physical or mental disability and any other status protected by applicable federal and state laws. Applicants who require accommodations to complete the application or interview process, please contact the Human Resources Office at (408) 852-2823 for assistance.