

*San Joaquin Valley College*  
Job Description

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**Job Title: Career Services Representative**  
**Department: Career Services**  
**Reports to: Campus Director**  
**Classification: Full-time, Non-exempt**

**Summary:** The Career Services Representative provides numerous services that assist students and graduates in finding employment.

**Essential Duties and Responsibilities:**

- Assists students in creating job search strategies and provides oversight to assure active participation
- Maintains timely and accurate computer and manual records
- Conducts job development activities
- Attends new student orientations to discuss employment services
- Meets with instructors to discuss employer needs
- Attends business functions, trade shows and professional organization meetings
- Teaches units of instruction, which help students prepare resumes, look for employment and interview properly
- Performs other duties as assigned

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve services; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills.

Teamwork – Balance team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follow policies and procedures; completes administrative tasks correctly and on time; support organization's goals and values; benefits organization through outside activities.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality- Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best-fit situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – An Associates Degree; or three years of job development or placement experience, preferably in an educational setting; or the equivalence of education and experience.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to students, employees and clients.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move 10 pounds, frequently lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.