

**Exhibit IIC.32**  
**Job Descriptions**  
**(campus positions)**

**San Joaquin Valley College**  
Job Description

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**Job Title: Career Services Advisor**  
**Department: Career Services**  
**Reports to: Regional Career Services Director**  
**Classification: Full-time, Non-exempt**  
**Evaluation Form: CS (Career Services)**

**Summary:** In relation to contributing to SJVC's mission and goals, under the direct supervision of the Regional Career Services Director, the Career Services Advisor provides numerous services that assist students and graduates in obtaining employment. The three major functions of Career Services are Placement, Externship, and the Career Services Seminar while serving both employers and students. Advisors work with students prior to graduation in order to prepare them for practical application of their skills and entering into the job market. Sales standards and goals are set for every function of the Career Services Department in order to achieve placement outcomes through our activity based management system.

**Essential Duties and Responsibilities:**

**Placement**

- Conducts job development sales activities such as employer calls and office visits.
- Meets and exceeds daily, weekly, and modular activity goals to achieve modular employment start goals.
- Maintains relationship with students and graduates to ensure appropriate interaction with employers.
- Attends business functions, trade shows and professional organizations' meetings for the purposes of networking and employer development.
- Meets with instructors to discuss employer needs and available openings.
- Attends Advisory Board meetings to represent Career Services.

**Externship**

- Contacts potential sites for the development of new student externship commitments.
- Coordinates and supervises the externship process and provides midterm review to increase extern to hire opportunity.
- Completes required documentation for tracking externship hours and student performance.
- Assesses and analyzes student mastery of course and program learning outcomes.
- Notifies the Registrar when students successfully complete their externship course.

**Career Services Seminar**

- Provides support to help students prepare resumes, employment search strategies, and interview techniques.
- Partners with students in job search strategies and coaching that leads to employability.
- Manages final assessment of employability through grading course work.

**Operational**

- Maintains timely and accurate documentation and records to ensure compliance.
- Administers all orientations for Externship and the Career Services Seminar.
- 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:

**Core Competencies:**

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

**Job Competencies:**

Student Achievement Focus - Personally demonstrates that students and employers are a high priority; identifies student needs and expectations and responds to them in a timely and effective manner; anticipates and prevents delays or other things that can adversely affect the student; keeps student informed about progress.

Quality of Work - Has established a track record of producing work that is highly accurate, demonstrates attention to detail, and reflects well on the organization; is personally committed to high quality work and encourages others to have similar standards.

Results Driven - Achieves results within established timelines; understands and demonstrates that intentions, activities, and results are not the same; expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results [by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving prior warning].

**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 – Associate’s Degree; three years of job development or placement experience, preferably in an educational setting. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided.

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.

## ***San Joaquin Valley College*** **Job Description**

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**Job Title: Admissions Advisor**  
**Department: Admissions**  
**Reports To: Enrollment Services Director**  
**Classification: Full-time, Non-exempt**  
**Evaluation Form: AD (Admissions)**

**Summary:** In relation to contributing to SJVC's mission and goals, under the direct supervision of the Enrollment Services Director an Admissions Advisor encourages prospective students to use higher education to prepare for professional success. Matching abilities and interests of the applicant with a career education program offered by the College, the advisor offers support, guidance and accountability throughout the enrollment process.

### **Essential Duties and Responsibilities:**

- Answers telephone inquiries.
- Schedules appointments with prospective students.
- Makes admissions presentations to prospective students.
- Completes enrollment package.
- Gives prospective students a tour of the college.
- Schedules placement exams and discusses results with applicants.
- Refers applicants to financial services.
- Follows up by telephone and correspondence for orientation, start date, uniform and supplies.
- Develops leads to supplement general marketing.
- 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:

### **Core Competencies**

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and

credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Customer Focus – Personally demonstrates that external or internal customers are a high priority; identifies customer needs and expectations and responds to them in a timely and effective manner; anticipates and prevents delays or other things that can adversely affect the customer; keeps customer informed about the status of pending actions and inquiries about customer satisfaction with products or services.

Value and Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Results Driven - Achieves results within established timelines; understands and demonstrates that intentions, activities, and results are not the same; expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results [by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving prior warning].

**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 – Associate’s Degree and related work experience. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided.

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

Mathematical Skills – Ability to add and subtract, multiply and divide, calculate percentages and ratios.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

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

**Other Qualifications:** Must be available evenings for workshops and some weekends for seminars.

**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 and reach with hands and arms; talk and hear. The employee is frequently required to sit, stand and/or walk. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 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.

## ***San Joaquin Valley College*** **Job Description**

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**Job Title:** Financial Aid Officer  
**Department:** Financial Aid  
**Reports To:** Financial Manager or Campus President

**Summary:** The Financial Aid Officer assists applicants and students with their eligibility for federal financial aid programs by calculating anticipated awards in PELL, SEOG, Stafford and supplementary loans, and other Title IV and non -Title IV programs. The FAO packages and awards all Title IV and non-Title IV aid for each academic year in Campus Vue. All work is performed within the established governmental regulations and institutional procedures. A high level of ethics is required in the counseling of students.

### **Essential Duties and Responsibilities:**

- Assists students in applying for and receiving financial aid.
- Administers and tracks students' financial aid once it is received.
- Tracks all Financial Aid documents.
- Assures the student is well informed regarding eligibility for funding sources and the responsibilities associated with each.
- Schedules FA payments in the computer.
- Gives prospective students an estimate for Financial Aid.
- Enrolls students with Financial Aid.
- Tracks a student's progress.
- Performs required document tracking for drops, terminations, and graduates including R2T4, PWD, and loan exit materials.
- 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:

Analytical – Possesses an extensive expertise in the area of student loan programs; synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures; performs work with accuracy.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; 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.

Oral Communication – Speaks clearly and persuasively in positive or negative situations with students, employees and the business community; listens and gets clarification; responds well to questions; demonstrates one on one presentation skills.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.



Organizational Support – Follows policies and procedures; coordinates a wide variety of activities and meets required deadlines; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches students and co-workers 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; monitor own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

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

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

Dependability – Follows instructions, responds to management direction in a positive manner; commits to long hours of work when necessary to meet the admissions process needs.

**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 – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in financial aid; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS 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; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally 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 quiet.

**San Joaquin Valley College**  
**Job Description**

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**Job Title: Financial Literacy Specialist**  
**Department: Student Services**  
**Reports To: Director of Administration**  
**Status: Full Time, Non-exempt**

**Summary:** In relation to contributing to SJVC's mission and goals, under direct supervision of the Director of Administration, the Financial Literacy Specialist will be responsible and accountable for contacting designated student groups to support with loan repayment education, preparing students to repay their educational loans. This position requires fundamental knowledge of loan repayment plans and default prevention best practices. The Financial Literacy Specialist will have a high degree of accountability for developing student loan education programs to reduce cohort default rates for assigned student groups and/or campuses. Students will be contacted in-person at the campus and through strategic student outreach including outbound/inbound calls, text and email.

**Essential Duties and Responsibilities:**

- Develop and implement loan repayment education programs, focusing on “at-risk” student groups
- Counsel students on loan repayments options and qualifying criteria
- Conduct Exit Counseling with assigned groups of outgoing students to increase exit counseling completion rates
- Support and assist students selecting the appropriate loan repayment options and assist with application process as needed
- Counsel students on personal financial problems and assist with identifying potential solutions
- Collaborate with appropriate external vendor resources to identify areas of opportunity for CDR (Cohort Default Rate) reductions
- Work with students who are behind on federal loan payments and help them avoid defaulting on the loans
- Encourages students to return to SJVC active status if appropriate
- 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:

**Core Competencies**

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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

Organization support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication - Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Conceptual thinking – Grasps concepts, patterns and underlying issues; uses past experience to help identify likely causes and solutions to problems that might otherwise seem to be unique events; helps others see patterns and concepts by using examples and analogies that relate well to their own experiences and current knowledge level.

Problem solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason, even when dealing with emotional topics.

Manage multiple priorities – Handles multiple assignments and priorities yet still fulfills all commitments; readily accepts new responsibilities and adapts well to changes in procedures; gives appropriate priorities to various work demands.

Handle difficult issues – Handles sensitive or difficult issues with grace and confidence; remains clear headed and focused and inspires others to do the same; remains objective in the face of strong emotions; can acknowledge strong emotions without being unduly influenced by their intensity.

Implementing policies – Ensure that new policies are understood and taken seriously; communicates new policies and procedures to employees, supports them with adequate and timely resources; monitors actual practices in a manner that makes it clear that full compliance is expected; avoids behavior or communications that might send a mixed message about the importance of new procedures or suggests that full compliance is optional.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This individual must be able to process a high volume of outbound and inbound calls on a predictive dialer, self-managing tasks and workflow to ensure all students are contacted in a timely manner and with the highest degree of customer service. 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 – High school diploma or general education degree (GED) required along with one year of accounts receivable experience, preferably in an educational setting.

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, business representatives and employees of the organization.

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.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several 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, as well as Accounting and 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 fingers, 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; climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

**San Joaquin Valley College**  
**Job Description**

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**Job Title:** Learning Resource Coordinator  
**Department:** Academic Affairs & Student Services  
**Reports To:** Academic Dean  
**Classification:** Full-Time, Non-Exempt

**Summary:** The Learning Resource Coordinator is responsible for the day-to-day operation of the Learning Resource Center (LRC).

**Essential Duties and Responsibilities:**

- Maintains all aspects of the LRC
- Participates in college governance, committees and task forces
- Participates in educational and campus/eLearning meetings
- Prepares LRC materials for circulation
- Circulates books to students and staff (on-ground only)
- Organizes library shelves and re-shelves circulated items (on-ground only)
- Assists students with research projects
- Actively participates in the budget and acquisition process with the faculty to select learning resource materials
- Participates in meetings, orientations, etc., in order to communicate LRC issues to our constituency
- Participates in the ongoing development of the LRC Master Plan, and in the establishment of college-wide LRC policies and procedures
- Ensures the LRC meets or exceeds program requirements
- Researches asset acquisition opportunities, including digital, and presents cost/benefit analysis reports to constituencies
- Performs other duties as assigned

**Supervisory Responsibilities:** (On-ground only) Supervises faculty members assigned to work in the library.

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

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

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Customer Focus – Personally demonstrates that external or internal customers are a high priority; identifies customer needs and expectations and responds to them in a timely and effective manner; anticipates and prevents delays or other things that can adversely affect the customer; keeps customer informed about the status of pending actions and inquires about customer satisfaction with products or services.

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organization's goals and values.

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; follows through on commitments.

Quality of Work – Has established a track record of producing work that is highly accurate, demonstrates attention to detail, and reflects well on the organization; is personally committed to high quality work and encourages others to have similar standards.

Time Management – Prioritizes tasks and manages time to ensure that deadlines are met; plans time and sticks to those plans; prevents or manages interruptions until the highest priority tasks are accomplished.

Work Ethic – Is keenly aware of the time frame in which tasks or projects needs to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts first priority on the needs of the organization or the needs of its customers.

**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 – Minimum of an Associate Degree or an equivalent of two years of college; two years related experience; or equivalent of education and experience combined. For the eLearning LRC, experience with digital learning assets and acquisitions preferred.

Language Skills – Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures; ability to write reports, business correspondence, and newsletters; ability to effectively present information and respond to questions from students and employees.

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 draw and 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.

Other Qualifications – Ability to perform general library operations and procedures; knowledge of the Dewey Decimal or other major classification schemes; ability to operate standard office equipment.

**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 the 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 stand. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

**San Joaquin Valley College**  
Job Description

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**Job Title: Student Center Coordinator**  
**Department: Academic Affairs & Student Services**  
**Reports To: Academic Dean**  
**Status: Full-time, Non-exempt**

**Summary:** In relation to contributing to SJVC's mission and goals, under direct supervision of the academic dean with support from the Student Center Support Manager, the Student Center Coordinator is responsible for the day-to-day operation of the Student Center. The Coordinator develops personal learning plans and monitors student learning progress and the completion of MyLabs study plans.

**Essential Duties and Requirements:**

- Schedules and administers assessment exams to in-coming and continuing students
- Interprets assessment test results and develops a personal learning plan for each student
- Monitors student learning progress and the completion of MyLab study plans
- Applies a process to achieve and maintain study plan completion compliance
- Supports campus learning activities by providing tutoring services, keyboarding assistance, classroom support and student professional development opportunities
- Maintains relevant CampusVue student records
- Serves as liaison with Dean of Student Services, Division Managers, and Academic Dean
- Develops and maintains positive culture in Student Center
- Tracks student usage of Student Center resources
- Monitors pass rates in required English and math courses
- Oversees all aspects of the peer mentor/federal work study program
- Adheres to proper peer tutoring documentation policies and procedures
- Works with campus management in identifying and assisting student needs
- Works with Student Center Support manager to sustain institutional Student Center initiatives
- Participates in the non-instructional program review process
- Other duties as assigned

**Supervisory Responsibilities:** None, unless assigned Federal Work Study students

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

**Core Competencies**

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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

Organization support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.



Communication - Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Conceptual thinking – Grasps concepts, patterns and underlying issues; uses past experience to help identify likely causes and solutions to problems that might otherwise seem to be unique events; helps others see patterns and concepts by using examples and analogies that relate well to their own experiences and current knowledge level.

Problem solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason, even when dealing with emotional topics.

Manage multiple priorities – Handles multiple assignments and priorities yet still fulfills all commitments; readily accepts new responsibilities and adapts well to changes in procedures; gives appropriate priorities to various work demands.

Handle difficult issues – Handles sensitive or difficult issues with grace and confidence; remains clear headed and focused and inspires others to do the same; remains objective in the face of strong emotions; can acknowledge strong emotions without being unduly influenced by their intensity.

Implementing policies – Ensure that new policies are understood and taken seriously; communicates new policies and procedures to employees, supports them with adequate and timely resources; monitors actual practices in a manner that makes it clear that full compliance is expected; avoids behavior or communications that might send a mixed message about the importance of new procedures or suggests that full compliance is optional.

**Qualifications:** To perform the 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 – Baccalaureate degree in related area preferred. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided.

Language Skills – Ability to read and interpret documents such as safety rules, and policy and procedure handbooks; ability to write routine reports and correspondence; ability to speak effectively before groups of employees or students of the campus.

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 draw and interpret bar graphs.

Reasoning Ability – Ability to use common sense in all situations; ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook and the ability to gain competence in proprietary software.

**Physical Demands:** The physical demands describes here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 stand; sit; use hands to finger, handle or feel; reach with hands and arms; talk; and hear. The employee is frequently required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

**San Joaquin Valley College**  
**Job Description**

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**Job Title: Dean of Student Services**  
**Department: Academic Affairs**  
**Reports To: Campus President**  
**Classification: Full-time, Exempt**  
**Evaluation Form: SS**

**Summary:** In relation to contributing to SJVC's mission and goals, under the direct supervision of the Campus President and technical supervision of the Director of Student Services, the Dean of Student Services is responsible for developing, implementing and delivering a variety of services for students attending programs on campus.

**Essential Duties and Responsibilities**

- Provides resources and referral for student services such as childcare, transportation, and related services.
- Coordinates student functions and activities such as Student Council, award ceremonies, and related activities.
- Provides academic counseling and monitors satisfactory academic progress.
- Provides counseling for personal and school related problems.
- Acts as a liaison between faculty, administration and students.
- Acts as a liaison between students and financial services.
- Prints the Past Due Cash Flow Report for active and on probation students.
- Meets with students who have past due accounts and develops strategies to bring their accounts current.
- Develops, implements, and delivers various student retention programs.
- Maintains communication and is the liaison between the Registrar and students.
- Tracks student attendance, grades, and satisfactory progress.
- Produces reports that track student retention, grades and other outcomes.
- Participates as assigned in related admissions, education and employment services activities.
- Serves as the Campus Coordinator of Disability Resources
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

**Supervisory Responsibilities:** Manages Administrative Assistant to the Deans and on some campuses Federal Work Study employees. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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

**Core Competencies**

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following

through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Conceptual Thinking - Grasps concepts, patterns and underlying issues; uses past experience to help identify likely causes and solutions to problems that might otherwise seem to be unique events; helps others see patterns and concepts by using examples and analogies that relate well to their own experiences and current knowledge level.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Manage Multiple Priorities - Handles multiple assignments and priorities yet still fulfills all commitments; readily accepts new responsibilities and adapts well to changes in procedures; gives appropriate priorities to various work demands.

Handle Difficult Issues - Handles sensitive or difficult issues with grace and confidence; remains clear headed and focused and inspires others to do the same; remains objective in the face of strong emotions; can acknowledge strong emotions without being unduly influenced by their intensity.

Implementing Policies - Ensure that new policies are understood and taken seriously; communicates new policies and procedures to employees, supports them with adequate and timely resources; monitors actual practices in a manner that makes it clear that full compliance is expected; avoids behavior or communications that might send a mixed message about the importance of new procedures or suggests that full compliance is optional.

**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 – Must possess a minimum of a Baccalaureate Degree in counseling, or related major. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided. Must have a minimum of three years of student counseling or related experience.

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

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 draw and interpret bar graphs.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, and Outlook.

**Other Qualifications:** Must have thorough knowledge of the SJVC policies and procedures related to students and the education process.

**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 stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.