

CAREER SERVICES SPECIALIST

DEFINITION

Under general supervision, develops, promotes, implements, and provides career opportunities and internships for students; coaches students in employment skills; coordinates campus job fairs, career information workshops, and recruiting opportunities; acts as a liaison to provide students with resources regarding the assigned program to aid in furthering their education and successfully obtaining employment during and after the completion of their education; provides information to students, faculty, and other District staff; provides assistance for a wide variety of assignments related to the development and implementation of assigned programs, projects, and services including Work Study and Work Experience.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned manager. May provide technical and functional direction and training to student workers.

CLASS CHARACTERISTICS

The incumbent in this classification is responsible for performing specialized program implementation and outreach tasks in support of career services for various District programs. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and outside organizations. Incumbents at this level perform the full range of duties as assigned, working independently, and exercising a higher level of judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other classifications in that it is a subject matter expert in the area of planning, organizing, and coordinating career service activities and events for the department or programs to which assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Meets with students on a one-on-one basis to identify and evaluate career interests, employment readiness, and associated qualifications; coaches students on various employments skills, including resume, cover letter, and other employment document development, job searching, networking, interviewing, and transitioning from the classroom to the workforce; refers students to available positions, follows up with students and employers to ensure placements are satisfactory and successful.
2. Reviews and approves resumes submitted through the District's online employment database; assists students with setting up and uploading career documents; assists students with completing online job applications.
3. Researches, analyzes, and interprets employment trends, market data, and high growth industries to identify potential career opportunities for students.

4. Coordinates and conducts employment preparation and career information workshops; creates, develops, and revises workshop materials, handouts, and packets.
5. Markets upcoming programs, services, and events through various communication venues and social media; assists in developing flyers, brochures, and other marketing materials.
6. Communicates with faculty to gather specific information on instructional programs and to solicit cooperation and assistance in making employment for students and graduates successful.
7. Assists employers with posting jobs and other technical issues related to the District's employment database and website.
8. Arranges site visits with employers to provide visibility of programs and increase internships and career opportunities for students; maintains employer database; serves as campus coordinator for assigned employers, including coordinating presentations, maintaining student participation records, and coordinating internship programs.
9. Obtains proof of eligibility for Federal Work Study, Work Experience, and/or CalWORKs Work Study programs; promotes and solicits Work Study and Work Experience employment opportunities on and off campus; maintains an employment opportunity listing with position information; refers students to appropriate work study and Work Experience placement opportunities; conducts orientation meetings for students; maintains student records; prepares employment verification and other letters if needed to meet program requirements or for requesting agencies.
10. Plans, coordinates, and implements the District's annual job fairs; recruits employers for fairs and speaker panels.
11. Participates in coordinating and implementing various related events and outreach and recruitment activities.
12. Attends and participates in program-related community activities, advisory boards, and professional conferences and meetings concerned with the development and implementation of assigned programs and/or projects.
13. Compiles information and data for various reports; checks and ensures accuracy of the data.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Coordinates with departments, faculty, and staff to ensure compliance with Title 5 and Work Experience Program guidelines.
16. Ensures program learning objectives, policies, objectives, and timelines are established and met according to Title 5 requirements; reviews student transcripts and recommends program/certificates; ensures student mid-assessment reviews, evaluations and exit interviews are completed; tracks student course hours; monitors required classes are completed.
17. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
18. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.

20. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
21. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, practices, and service delivery needs related to the development and implementation of career services and related programs.
3. Procedures for planning, implementing, and maintaining a variety of presentations, activities, and programs.
4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
7. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, implement, and coordinate assigned program services, projects, and activities.
5. Prepare outreach activities, brochures, reports, and other related program materials.
6. Provide sound advice and coaching to students related to career services.
7. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local, and District policies, procedures, and regulations.
8. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.

10. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in a related field; and
2. Three (3) years of increasingly responsible experience related to creation and implementation of job development and placement services or working in Career Technical Education (CTE).

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, dust, fumes, and allergens. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 10/2016; 2/2023