

JOB TITLE: Support Specialist
PAY GRADE: CL 20
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, assists with the development, implementation, and evaluation of activities designed to increase retention, persistence, and completion through caseload and cohort management; provides guidance and support for students; and enhances student success with programs and services, including coaching, support and follow-up, degree and certificate progress check-in, and proactive connection and referrals to resources and services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Develops, coordinates, and implements complex multi-level case management strategies to provide support for students based on needs of a diverse student population; utilizes student data and case management software to conduct coordinated email, call, and text campaigns to assess and address student retention, persistence, and completion; reviews student records to ensure progress towards academic and career goals; conducts and analyzes student needs assessments.
2. Maintains case notes of student interactions and generates performance reports summarizing student progress; updates the District's Student Information Systems (SIS) and related databases, as needed; ensures accurate reporting of data related to students served; assists with providing data for reports related to student success and equity plans, as requested.
3. Generates and responds to referrals through the District's student case management system; meets with students in-person, by phone, or virtually to assess student needs.
4. Works proactively and efficiently to provide appropriate resources, information, and referrals to students; provides information regarding District services and programs, including, but not limited to, enrollment, registration, financial aid, educational pathways and programs, academic supports, on-campus employment, and student services; connects students with opportunities for campus engagement and clubs based upon students' career, personal, and educational interests and goals.
5. Provides support services to implement retention and completion efforts; fosters student success and academic development, including critical thinking, problem solving, and self-advocacy skills; coaches students to use student success skills, including time management, calendaring, organization, and communication.
6. Plans, coordinates, and delivers equitable retention activities for disproportionately impacted students using case management methods based on data reporting and best practices for students, including trauma-informed and culturally responsive methods.
7. Collaborates with faculty, Success Network Team, and other student services staff to provide cross-functional, holistic support for each student based on individual needs, data and analytics, and institutional student journey momentum points.

8. Monitors, tracks, and maintains institutional accountability for student progress in caseload; proactively communicates and connects with students to help them meet defined momentum points, including, but not limited to, completing financial aid documents, accessing counseling appointments and services, attending workshops, receiving basic aid, utilizing academic supports, and attending student engagement events.
9. Collaborates with Success Network Team and other student services and instructional departments to plan, coordinate, and deliver proactive support for students; connects students with counselors for educational, career, and transfer planning, as well as personal and crisis counseling appointments, as needed; provides assistance and referrals to students in major and career exploration, including online computer-aided searches to identify opportunities and resources; refers to Career and Transfer Connections, as needed.
10. Networks with divisions, departments, and District staff to ensure smooth implementation of case management and communications strategies to students; researches, tests, and implements new communication systems and methods for continued effectiveness and process improvement.
11. Plans, coordinates, implements, and evaluates Success Center related events, including tabling, workshops, and presentations; provides coordination and planning, including, but not limited to, staffing, logistics, supplies, and catering; partners with other departments to develop, coordinate, and conduct transition workshops and activities for students.
12. Oversees one or more assigned support and service initiatives, including, but not limited to, orientation activities to connect students to programs and services.
13. Provides administrative support, including composing correspondence and scheduling meetings, appointments, and facilities reservations; researches and makes recommendations regarding best practices, models, and methods for providing services to students; aids in planning and developing department objectives and initiatives; develops and implements procedures and policies; ensures department and training materials are current and available for use; maintains and provides department information, announcements, resource materials, and other forms of communication regarding department events, activities, programs, and initiatives for dissemination.
14. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
15. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Sierra College and operations of student services offices.
- Collaborative problem solving and conflict resolution techniques.
- Culturally inclusive and equity minded practices and strategies.
- Historically underrepresented and disproportionately impacted student needs in higher education.
- External and public agencies, services, and resources.
- Federal, state, and local laws, codes, and regulations regarding support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA), National Collegiate Athletic Association (NCAA), and California Community College Athletic Association (CCCCAA).
- Principles, practices, and techniques of marketing, public speaking, and outreach.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform technical and operational duties to support students, including providing complex case management services and sensitivity to individuals students from varying diverse backgrounds.
- Maintain accurate written case management records.
- Process and disseminate information accurately and clearly; synthesize information to develop an appropriate plan of action.

- Analyze and resolve confidential, difficult, and sensitive situations.
- Coordinate and conduct workshops, seminars, special events, presentations, and orientations.
- Screen, interview, and assess the needs of students and clients.
- Maintain current, accurate, and confidential records and files.
- Properly handle difficult, sensitive, and confidential situations and materials.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification such as database management and student information systems.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Two years of coursework from a college or university.

Experience

- Two years of experience providing program support services to students or community members or related experience.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting. Position may be required to work evenings, nights, and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025