

SANTA CLARA COUNTY OFFICE OF EDUCATION

POSITION: Substitute/Relief College Liaison

HOURLY RATE: \$25.00/hour

DUTIES AND RESPONSIBILITIES: The Substitute/Relief College Liaison is an on-call, temporary position. The Substitute/Relief College Liaison provides college assistance and resources via California Community College Application, Financial Aid, transfer planning and the coordination of future college courses offered at Santa Clara County Juvenile Hall.

ESSENTIAL/TYPICAL DUTIES

Provides routine assistance to students regarding academic advising, ranging from course alternatives, degree and certificate requirements, to transfer information

Provides information to students on degrees, certificates, programs, and individual courses. Interprets degree/major requirements, and transfer guides. Directs students to a variety of information and resources as needed for educational planning

Provides information to students regarding graduation, certificate, and transfer requirements

Addresses any inquiries, questions, concerns or issues to ensure appropriate action is taken

Illustrates to students the process for applying to colleges, seeking financial aid, and accessing other services

Organizes materials and provides general information to students on college policies and regulations

Assists students in the college enrollment process, including scheduling classes

Maintains a supply of flyers, pamphlets, and worksheets designed to inform students of school services, financial aid, student activities, community resources and employment. May develop materials that are beneficial to students

Performs other related duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:

Activities associated with providing customer service and support to students in an academic setting

Student support services such as financial aid

Processes used for general academic advising

Community college and transfer program requirements

Developed oral and written communication skills

District organization, operations, policies and objectives

Characteristics and needs of students with diverse backgrounds

Well-developed interpersonal skills to convey policies, procedures, and instructions to others

Modern office practices, procedures and equipment such as word processing and academic database

Ability to:

Carry out the essential functions of the position

Learn college policies and procedures

Interpret major sheets and course descriptions, financial aid, assessment, and placement examination results

Work cooperatively with outside agencies using written and oral communication effectively

Interact productively with a wide range of students varying abilities and background, including economic, social, and cultural diversity

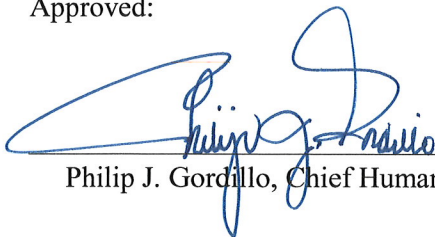
Establish and maintain effective work relationships with those contacted in the performance of required duties

EDUCATION, TRAINING AND EXPERIENCE

Generally, any combination of training and experience that could likely provide the required knowledge and abilities would be qualifying.

BARGAINING UNIT: Substitute Workers Unit

Approved:



Philip J. Gordillo, Chief Human Resources Officer

09/14/16
Date