CLASS SPECIFICATION TITLE: SPECIALIST

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CLASS SUMMARY:
This class is the first of three levels in the Technical Professional series. This is a broad classification encompassing incumbents responsible for providing skilled administrative and/or specialized services essential to the College's administrative operations and/or executive leadership staff. Incumbents possess and apply advanced skill to assigned area by adapting procedures, processes and techniques as necessary to accomplish the requirements of the position. Responsibilities may include coordinating the certification process for faculty and administrators; overseeing the collection, research and storage of confidential records and documents; providing advanced administrative support and office management for executive leadership staff; and providing technical procurement assistance to outside businesses.

Incumbents rely on experience and judgment to plan and accomplish assigned tasks. Assignments reflect substantial variety and complexity and generally require some ingenuity and originality. Incumbents may serve as a resource to others in the resolution of complex issues and problems.

Incumbents in this class may oversee the work of lower level support staff, but are not considered to be supervisors.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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1. Performs the day-to-day support duties a program as directed; monitors compliance with established program guidelines and regulations.
2. Receives, reviews, edits and processes a variety forms, invoices, evaluations, work orders, progress reports, and/or related items.
3. Communicates with internal departments and external agencies and companies to obtain information and/or coordinates services for students.
4. Tracks, compiles, and collects information and prepares related reports in assigned program area; maintains related databases.
5. Provides customer service to students, which includes: determining needs; processing requests for information and/or appointments; informing students of activities; researching and resolving student complaints, problems, or concerns.
6. Performs other duties of a similar nature or level.
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TRAINING AND EXPERIENCE (positions in this class typically require):
Associate's degree or two-year technical certificate from an accredited college or university in a field related to area of assignment; and five or more years of related experience; or an equivalent combination of education and experience necessary to perform the essential responsibilities of the assigned position. Bachelor's degree may be required.

LICENSING REQUIREMENTS (positions in this class typically require):
• None

KNOWLEDGE (position requirements at entry):
Knowledge of:
• Applicable programs and services;
• Customer service principles;
• Department standards, processes and procedures;
• Computers and related software applications.

SKILLS (position requirements at entry):
Skill in:
• Providing customer service;
• Operating modern office equipment;
• Preparing and maintaining records and reports;
• Applying and explaining department standards, processes, and procedures;
• Using a computer and related software applications;
• Communicating (orally and in writing) information, data, and opinions to inform, influence, and/or persuade a wide variety of individuals and audiences.
PHYSICAL REQUIREMENTS:
Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASSIFICATION HISTORY:
Draft prepared by Fox Lawson & Associates a Division of Gallagher Benefit Services, Inc. (DG)
Date: (05/2010)