

City and County of San Francisco



Department of Human Resources

Edwin Lee  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: January 22, 2016

Re: **Notice of Proposed Classification Actions –Final Notice No. 62 FY 15/16 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective January 22, 2016.

Micki Callahan  
Human Resources Director

by: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder  
Classification and Compensation Manager  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Support Services  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Maria Newport, SFERS  
Risa Sandler, Controller/Budget Division  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Drew Murrell, Controller/ Budget Division  
Alex Koskinen, Controller/ Budget Division  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 62  
**Fiscal Year:** 2015/2016  
**Posted Date:** 01/14/2016  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
*(Job specification(s) attached.)*

Item #	Job Code	Title
1	1490	Student Services Specialist

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

**For additional information regarding this proposed classification action**, please contact Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at [Rich.David@sfgov.org](mailto:Rich.David@sfgov.org).

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Student Services Specialist  
Job Code: 1490**

**INTRODUCTION**

Under general supervision, performs professional and highly technical duties in the area of student services including admissions, financial aid, registration, and matriculation services.

This position is the advanced journey level technical class assigned to the Student Services area in the Community College District responsible for interpreting, carrying, and enforcing existing departmental methods and procedures in connection with student services operations

**DISTINGUISHING FEATURES**

The 1490 Student Services Specialist classification is distinguished from classes 1487 Financial Aid Specialist and 1488 TIA Evaluation Technician in that class 1487 Financial Aid Specialist has its primary focus the determination of student financial aid eligibility and class 1488 TIA Evaluation Technician has its primary focus on the determination of college admissions eligibility.

This position is primarily used by the Student Services area of the San Francisco Community College District.

**SUPERVISION EXERCISED**

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Provide customer service, which includes front-line customer assistance, documentation review, interviews, and advisement for students with Student Services matters pertaining to admissions, registration, and financial aid.
2. Coordinate, analyze, and troubleshoot application processes for general admissions and financial aid.
3. Research and understand state and federal regulations on residency, visa status and immigration.
4. Inform and advise students of eligibility requirements, rights and responsibilities, and explain options regarding admissions, residency, and financial aid.
5. Review and determine student eligibility in regards to admissions, registration, and financial aid, evaluate and approve petitions, and determine, package and award financial aid to qualified applicants.
6. Upholding federal privacy regulations pertaining to student records, post, enter, maintain, and update student records.
7. Process documents to grant or deny credit, withdrawals, leaves, change grades, or remove incomplete grade designations.

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**Title: Student Services Specialist  
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8. Evaluate incoming transcripts for assignment of credit and review for discrepancies.
9. Interpret college and government rules and regulations governing admissions, certificates, awards and graduation requirements.
10. Interpret and implement all FERPA and Title 5 Regulations as they pertain to a student's right to privacy.
11. Perform general office operations for the Student Services area.
12. Train, lead, and direct the work of technical/clerical student services staff.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: student admissions regulations including California Code of Regulations, California Education Code and federal regulations, institutional policies and procedures, and admissions procedures in evaluating and determining students eligibility of residency for tuition purposes; student financial aid regulations, including federal and state regulations, institutional policies and procedures, and financial aid procedures in evaluating eligibility and awarding students; principles and procedures of record keeping and report preparation; basic mathematical principles.

Ability and Skill to: organize and multi-task; problem-solve and analyze data to determine student financial aid eligibility; use professional judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; lead, train, and coordinate technical and clerical staff; establish and maintain effective working relations with students, departmental personnel and the public; use various computer applications; speak and write in a clear, understandable, and effective manner; learn, interpret, explain, and apply policies, procedures, rules and regulations related to graduation requirements, transcript maintenance and correction of discrepancies; evaluate transfer credit policies at various colleges.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education: Possession of a baccalaureate degree in Development Psychology, Counseling, Social and Behavioral Sciences or a related field from an accredited college or university;  
AND

Experience:

A. Two (2) years (4,000 hours) of verifiable paid work experience in federal and state financial aid programs, advising, evaluating eligibility, and awarding students utilizing student information management systems. Experience must have included preparing and maintaining a wide variety of documents and reports, public contact, checking and reviewing documents for completeness, and performing mathematical computations; **OR**

B. Two (2) years (4,000 hours) of verifiable paid work experience in an admissions and records office. Experience must have included preparing and maintaining a wide variety of documents and reports, public contact, checking and reviewing documents for completeness, and performing mathematical computations.

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Substitution: Work experience in a financial aid program or admissions and records office as described above may be substituted for the required education on a year-for-year basis.

**LICENSE AND CERTIFICATION**

**PROMOTIVE LINES**

From: 1487 Financial Aid Specialist and 1488 TIA Evaluation Technician

**ORIGINATION DATE:** 12/18/2015

**AMENDED DATE:** 1/14/2016; 1/22/2016

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** SFCCD