



Job Description

JOB TITLE: STUDENT SERVICES TECHNICAN

PAY GRADE: CL 18

LAST REVISED: 07/01/2010

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under general supervision of assigned manager, performs a variety of technical duties in support of assigned student services program area including admissions and records, assessment center, counseling, financial aid intake and data entry, EOPS, DSPS, international students, transfer center, tutoring center, or other program area; provides students, staff, and others with specialized information, training, and assistance related to area of assignment; and performs other general program support and clerical assistance duties in support of assigned program area.

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. Performs a full range of technical, program support, and clerical duties in support of assigned student services program area; relieves manager(s) of administrative details including researching and resolving problems related to area of assignment.
2. Participates in planning, organizing, and coordinating assigned program activities and student services; assists in the development and implementation of revised/new procedures including those to ensure efficient day-to-day operations of assigned area.
3. Serves as point of contact with students, prospective students, staff, and the general public regarding departmental services; provides technical information and assistance regarding area of assignment; explains program applications, policies, procedures, requirements, and restrictions; develops promotional and informational materials for distribution on and off campus; maintains assigned resource material and library.
4. Verifies and reviews materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, files, and reports; collects and processes appropriate information.
5. Compiles and tabulates statistical data; compiles information from various sources and prepares appropriate forms, schedules, and reports; lists, abstracts, or summarizes data; inputs and reviews data and prepares special and periodic reports related to an assigned project and/or program area including state and federally mandated reports; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
6. Establishes and maintains records including student records; maintains complex, interrelated filing systems that may include confidential files; collects, compiles, and records narrative, statistical, and financial data and other information; researches and verifies information as requested.
7. Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations,

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tours, meetings, and other activities related to assigned program area; arranges and confirms speakers; reserves facilities and makes other necessary arrangements.

8. Utilizes various computer applications and software packages; maintains and generates reports from a database or network system; utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments.
9. Coordinates communication and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public.
10. Performs a full range of clerical and administrative duties in support of program operations; assembles files and duplicates materials; composes and prepares office correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and consumer information; answers phones, refer callers, and take messages; maintains and orders supplies.
11. Maintains current knowledge and learns new state and federal laws, rules, and regulations pertaining to area of assignment; reviews updated or new technical instructions or references; attends seminars, conferences, workshops, and other training sessions; assists in providing training and direction to others regarding changes and new regulations including creating and disseminating new instructions.
12. Provides assistance to and backs up co-workers and other staff within the assigned area as necessary.
13. Trains and provides work direction to assigned student workers and temporary help as assigned.
14. As applicable, determines program eligibility and prepares needs analysis; reviews and processes applications for students; registers students for programs; monitors progress of students.
15. May perform a variety of general clerical accounting duties related to various financial processes.
16. Performs related duties as required.

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:

Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.

Technical aspects of field of specialty.

Principles, practices, and procedures of business letter writing.

Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Basic research methods and techniques.

Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.

Interpersonal skills using tact, patience, and courtesy.

English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

District organization, operations, policies and objectives.

Referral agencies, services, and departments on and off campus may be required for some assignments.

Screening and interviewing techniques may be required for some assignments.

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Clerical accounting and bookkeeping principles may be required for some assignments.

Supervisory techniques.

Ability to:

Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.

Understand, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Perform a range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.

Coordinate and conduct workshops, seminars, special event, class presentations, orientations, and tours.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.

Orient students, staff, and public to resources and services related to area of assignment.

Research, compile, analyze, and interpret data.

Independently compose and prepare routine correspondence and memoranda.

Prepare a variety of clear and concise administrative and financial records.

Implement and maintain filing systems.

Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.

Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.

Screen, interview, and assess needs of students and clients.

Use sound judgment in recognizing scope of authority.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.

Type or enter data at a speed necessary for successful job performance.

Train and provide work direction to others.

Plan and organize work to meet schedules and changing deadlines.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work effectively with minimal supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to completion of the twelfth grade supplemented by college level course work in business administration or a related field.

Experience:

Two years of increasingly responsible clerical and program support experience preferably in a student services area of an educational institution involving frequent student contact.



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License or Certificate:

Possession of, or ability to obtain, a valid driver's license may be required for some positions.

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.

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. Some positions may require occasional travel to other offices or locations to attend meetings or to pick up or deliver materials.

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.

*Johnson & Associates
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