



## Job Description

**JOB TITLE:** Administrative Student Services Technician

**PAY GRADE:** CL 18

**LAST REVISED:** 06/01/07

*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 a Dean, provides services and information to students, faculty, staff members and the general public regarding District services, programs, policies and procedures at an assigned extension site; performs a variety of technical tasks in support of assigned student services program areas with the admission, registration, records, assessment, student academic progress and student success; provides students, staff, and others with technical support, training, and supervision related to area of assignment; serves as a technical resource and support for a variety of district programs and services including administrative faculty support, financial services, business office functions, district wide parking permit program, campus-wide mail distribution, Osher life long learning program, campus life, and website development.

**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. Functions as liaison to advise students, staff members, and the general public regarding District services, programs, policies and procedures, particularly as they relate to admissions and records and other student services matters.
2. Receives complaints and takes action to resolve problems and/or refer to appropriate manager and/or other District staff member for resolution.
3. Participates in student registration activities; receives, counts and reconciles registration monies; posts funds to appropriate accounts and categories; reconciles revenue categories on cash summary reports.
4. Processes application forms by entering data into a computerized student information system; reviews student admissions applications for completeness; determines correspondence to be sent to applicants; evaluates residency documents according to established guidelines.
5. Processes late registration and enrollment changes; ensures accurate posting of student drops and fees collected or owed; verifies class enrollment status for students and faculty members.
6. Maintains records of student attendance, instructor drops and grades; issues and processes instructor records; resolves discrepancies and keeps instructors informed of enrollment changes.
7. Collects applicable fees and other payments from students at assigned site including lab fees, lost book fees, locker checkout fees, non-credit course fees, parking fines and others.
8. Registers Community Education program students; distributes course schedules and posts fliers promoting specific classes; facilitates the completion of registration forms and collection of fees.
9. Provides information to students regarding assessment testing; provides assessment schedules, secures testing facilities and coordinates other details with registration deadlines at assigned site.



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10. Functions as contact to resolve problems and responds to inquiries from extension site faculty members; follows up with appropriate division managers, as necessary.
11. Provides faculty orientation for new staff; provides technical support to faculty regarding use of District e-mail, voice mail, on line access to class rosters and processing of grades on line; prepares mail boxes for incoming faculty.
12. Functions as receptionist for admissions/records reception area at assigned site; establishes mailboxes and distributes mail; maintains office filing systems; composes a variety of routine and specialized correspondence.
13. Researches, interprets, clarifies, and resolves a variety of problems related to admissions, registration, matriculation, residency, student academic status, course class conflicts, and fees.
14. Contacts emergency services at assigned site(s), as necessary and appropriate.
15. Trains and provides work direction to assigned student workers and other staff.
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:**

Basic operations, services and activities of a community college extension site including the provision of student services.  
Principles and practices of student enrollment and administration.  
Methods and techniques of administration supporting the delivery of higher education.  
District policies and procedures governing student registration and enrollment.  
Principles and procedures of record keeping.  
Mathematical principles.  
Basic principles of bookkeeping.  
Principles of business letter writing and basic report preparation.  
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.  
Methods and techniques of public relations.  
Oral and written communication skills.  
Screening and interviewing techniques.  
Supervisory techniques.  
English usage, spelling, grammar, and punctuation.

**Ability to:**

Provide services and information to students, faculty, staff members and the general public regarding District services, programs, policies and procedures.  
Plan and organize work to meet changing priorities and deadlines.  
Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.  
Respond to requests and inquiries from faculty, staff, students and the general public.  
Independently prepare correspondence, memoranda and reports.  
Work cooperatively with other departments, District officials, and outside agencies.  
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.



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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. Examples of ways to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Two years of increasingly responsible clerical or secretarial experience.

**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.

**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.