

JOB TITLE: Student Services Technician
PAY GRADE: CL 18
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, performs program, technical, and administrative duties in support of assigned student services area; provides students, District staff, and the public with information, training, and assistance related to area of assignment; and performs general program support.

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. Serves as point of contact with students, District staff, and the public regarding department services; provides technical information and assistance regarding area of assignment; explains program applications, policies, procedures, requirements, and restrictions; assesses students' current knowledge, understanding, and experience to determine next steps and recommend applicable resources; assists students and provides technical assistance in the use of programs and resources; refers students to other student services and resources, as needed.
2. 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.
3. Compiles and tabulates statistical data; compiles information from various sources and prepares appropriate forms, schedules, spreadsheets, and reports; lists, abstracts, or summarizes data; inputs and reviews data and prepares special and periodic reports related to an assigned project or program area, including federally and state mandated reports; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
4. Establishes and maintains records, files, and record keeping systems, including confidential and sensitive information; collects, compiles, and records narrative, statistical, and financial data, and other information from surveys and other sources; researches and verifies information, as requested.
5. Coordinates, schedules, creates, evaluates, and conducts department activities, including, but not limited to, campus and community events, orientations, workshops, seminars, presentations, tours, meetings, and other activities; arranges and confirms speakers, community or educational partners and resources, including, but not limited to, college or university representatives; reserves facilities and makes other necessary arrangements.
6. Coordinates communication, marketing, and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public.
7. Performs clerical and administrative duties in support of program or department operations; composes and prepares correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and information; develops promotional and informational materials for distribution; maintains

assigned resource material and library; maintains inventory of office and department supplies and resources; arranges for equipment repair or service, as needed assists with planning, developing, documenting, and implementing department or program operations and procedures; recommends changes regarding policies and procedures; collects, compiles, verifies, and records information in preparation of reports; researches and resolves problems; maintains and generates reports from a database or network system; maintains assigned calendars, schedules, and appointments.

8. Reviews updated or new technical instructions or references; assists in providing training and direction to others regarding changes and new regulations, including creating and disseminating new instructions.
9. Plans, facilitates, and participates in reaching out to students with reminders and support, as needed; uses case management strategies to determine student needs and coordinate efforts to communicate with students; develops, manages, and maintains databases and utilizes data to support efforts; tracks student contact to monitor services and support; collects and analyzes statistical, demographic, and other data for support purposes.
10. Coordinates, plans, facilitates, and distributes services to students, including, but not limited to, textbook funds, grants, school supplies, meal cards, bus passes, and parking permits.
11. Develops relationships with departments and organizations to enhance opportunities, services, and resources for students, including, but not limited to; California Department of Rehabilitation, County Welfare to Work Programs, Foster Youth Services, Veterans Affairs, CalFresh, local food banks, workforce development providers, local non-profits, and educational institutions.
12. Assists students in the preparation and completion of student forms, petitions, and certifications, including, but not limited to, program and college applications, and other documents; clears prerequisites and registration holds; verifies completeness and processes forms and petitions.
13. Provides assistance to and backs up co-workers and other staff within the assigned area, as needed.
14. Determines program eligibility; reviews, processes, and assists students with program applications; coordinates students' onboarding and orientation for programs; uses case management strategies to monitor, track progress, and provide support to students ensuring they maintain program eligibility and reach educational goals.
15. May perform general clerical accounting duties related to various financial processes.
16. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
17. Performs related duties that support the overall objective of the position.

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 assigned office.
- Sierra College and operations of the area of assignment and other student service departments.
- Federal, state, and local laws, codes, and regulations regarding support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA), and Fair Housing Act (FHA).
- External and public agencies, services, and resources.
- Principles, practices, and techniques of marketing, public speaking, and outreach.
- Clerical accounting and bookkeeping principles may be required for some assignments.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Provide assistance, training, and information to students, District staff, and the public concerning services and programs of assigned area.

- Perform technical, program support, administrative, and clerical duties in support of assigned area.
- Coordinate and conduct workshops, seminars, special events, presentations, orientations, and tours.
- Research, compile, analyze, and interpret data.
- Screen, interview, and assess the needs of students and clients.
- Make presentations to groups.
- Analyze and resolve confidential, difficult, and sensitive situations.
- Maintain current, accurate, and confidential records and files.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Maintain a high level of attention to detail.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource Planning (ERP) system.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary workers.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work.

Experience

- Two years of increasingly responsible clerical and program support experience involving frequent customer contact.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- California Valid Driver's License.

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. Position may be required to work evenings, nights, and weekends. Position may require occasional travel to other locations.

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.

Board Approved: July 15, 2025