

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES TECHNICIAN

SUMMARY DESCRIPTION

Under general supervision of assigned supervisor, perform a variety of technical duties in support of assigned student services area; provide students, staff, and others with specialized information, training, and assistance related to area of assignment; provide a wide variety of reference and resource information related to assigned function or program area; and perform other general program support and clerical assistance duties in support of assigned program area.

DISTINGUISHING CHARACTERISTICS

The Student Services Technician is the journey-level classification in the Student Services series with incumbents providing a full range of technical program support to an assigned student services area. Incumbents are assigned to perform a wide range of general technical, program support, and clerical duties independently for assigned program area requiring a broad knowledge of an assigned program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise, and should be aware of the operating procedures and policies of the work unit upon completion of the probationary period.

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. Perform a full range of technical, program support, and clerical duties in support of assigned student services program area. ***E***
2. Participate in planning, organizing, and coordinating assigned program activities; implement procedures to ensure efficient day-to-day operations of assigned area. ***E***
3. Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; assure the timely completion of work in accordance with established policies, procedures, and standards. ***E***
4. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, tours, meetings, and other activities related to assigned program area; arrange and confirm speakers; reserve facilities and make other necessary arrangements. ***E***
5. Provide technical information and assistance regarding area of assignment to students, staff, and the general public; interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library. ***E***
6. Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information. ***E***
7. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, or summarize data; input and review data and prepare special and periodic reports related to an assigned project and/or program area

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- including state and federally mandated reports; verify accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates. *E*
8. Establish and maintain records including student records; maintain complex, interrelated filing systems including confidential files; collect, compile, and record narrative, statistical, and financial data and other information; research and verify information as requested. *E*
 9. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments. *E*
 10. May determine program eligibility and prepare need analysis; review and process applications for students. *E*
 11. May register students for programs; distribute and monitor priority registration materials including sending information to students and scheduling of staff and counselor walk-in times; receive and process fees as assigned. *E*
 12. May monitor progress of students in assigned program area; ensure compliance with applicable requirements and guidelines. *E*
 13. May evaluate student records and transcripts for completion of prerequisite requirements; analyze transcripts for courses, units, level, content, and grade; interpret course descriptions; determine course applicability and code appropriately into college curriculum database and student record; input appropriate data into student's record. *E*
 14. May coordinate Transfer Center operations and activities; provide assistance and information to students, faculty, staff, and the public concerning Transfer Center functions; make presentations to on- and off-campus groups; maintain resource information center including library of college and university catalogs, articulation agreements, and other resource materials; create, plan, prepare, and present various workshops; coordinate activities for the representatives of transfer institutions; set up and coordinate transfer university tours; assists students through the transfer application process. *E*
 15. Utilize various computer applications and software packages; maintain and generate reports from a database or network system. *E*
 16. Coordinate communication and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public. *E*
 17. Participate in the development of long-range planning and program review; assist in the development and implementation of revised procedures.
 18. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.
 19. Train and provide work direction to assigned student workers, clerical assistants, and other staff as assigned.
 20. Provide assistance to other student services staff as needed.
 21. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

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.
- Basic mathematical concepts.
- Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
- Interpersonal skills using tact, patience, and courtesy.
- Work organization and basic office management principles and practices.
- 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.
- Community college courses, curriculum, graduation, and transfer requirements may be required for some assignments.

Ability to:

- Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.
- Understand, interpret, 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.
- Implement procedures for the day-to-day operations of assigned program areas.
- Assist in the preparation of calendar of events and workshops related to area of assignment.
- 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.
- 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.
- 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.
- Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.
- Use sound judgment in recognizing scope of authority.

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

Train and provide work direction to others.

Establish, review, and revise office work priorities.

Plan and organize work to meet schedules and changing deadlines.

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

Implement and maintain filing systems.

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

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.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

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

Any combination equivalent to: two years of college with major course work in business or related field; and two years of increasingly responsible experience in a student services area involving frequent student contact.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

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 with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

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 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; to verbally communicate to exchange information; and to occasionally 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.

Hearing: Hear in the normal audio range with or without correction.