

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SERVICE LEARNING PROGRAM TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Service Learning Programs, provide specialized support for the Service Learning Program; provide information and assistance to students, staff, and the general public; and perform specialized technical and clerical work to support the program's operations.

REPRESENTATIVE DUTIES:

Provide technical assistance to students in person and on the telephone regarding the Service Learning Program; instruct students in correct procedures for completion of forms and applications; explain application requirements and restrictions; review completed forms for accuracy and completeness; follow-up on incomplete applications; process various applications and forms. *E*

Process applications and other documents assuring completeness and adherence to established policies and procedures; research and resolve discrepancies and problems in records. *E*

Respond to requests for program information from students, staff, faculty, and other educational institutions and agencies; assist students, staff, and faculty at the counter; respond to specific questions, requests, problems, and concerns related to the program. *E*

Communicate with a variety of College Departments and personnel regarding program operations; collaborate with various campus personnel to obtain information concerning student eligibility for the program. *E*

Develop, implement, and maintain a system for tracking each student's service hours, performance evaluations, attendance records, and other program-related records. *E*

Compile, tabulate, and prepare statistical reports and data; research and compile information from various sources and prepare appropriate forms, schedules, and reports; verify accuracy, completeness, and compliance to program procedures, regulations, policies, and other grant mandates. *E*

Prepare and transmit correspondence for students, updating them on their status in the program and other information; respond to requests from other departments and school sites involving the verification of student status and records. *E*

Assist in the preparation of program meetings; send correspondence; prepare agendas and packets. *E*

Provide orientation to school site and community agency supervisors regarding the Service Learning Program and its procedures. *E*

Coordinate activities between school sites, community agencies, and the College Service Learning Program; assist in the logistical coordination of training and special events. *E*

Facilitate communication and ensure the distribution and collection of documents to meet grant requirements; take and deliver messages to school site/community agency supervisors; pick-up and deliver items to and from school sites/community agencies. *E*

Provide publicity for the program by producing press releases to generate media attention; prepare and distribute flyers; develop the program's newsletter. *E*

Prioritize and coordinate office activities; schedule meetings and other appointments; maintain master calendar of students and program activities; type and process documents; disseminate program information; operate a variety of office machinery. *E*

Service Learning Program Technician - Continued

Select, train, and provide work direction to student workers; prepare time sheets for student workers.

Attend meetings, conferences, seminars, and other program-related functions.

Undertake special projects.

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Goals and objectives of the Service Learning Program.

Principles and procedures of statistical record keeping and report preparation.

Secretarial and clerical practices and procedures.

Modern office procedures, methods, and equipment including computers and applicable software.

English usage, spelling, grammar, and punctuation.

Interpersonal skills using tact, patience, and courtesy.

Oral and written communication skills.

ABILITY TO:

Perform responsible and varied secretarial and clerical duties.

Interpret, apply, and explain applicable rules, regulations, policies, and procedures.

Prepare narrative and statistical reports.

Resolve student issues and problems.

Operate a variety of office equipment including a computer.

Compile and maintain accurate and complete records and files.

Independently compose correspondence.

Work independently in the absence of supervision.

Meet schedules and deadlines.

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: graduation from high school supplemented by secretarial or clerical experience in human services or non-profit/educational agencies or institutions.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.

Seeing to read and verify accuracy of data.

Sitting for extended periods of time.

Dexterity of hands and fingers to operate office equipment.

Revised: February 21, 2000

Johnson & Associates

APPROVED BY THE GOVERNING BOARD ON APRIL 12, 2000.