



JOB TITLE: STUDENT SERVICES OPERATIONS OFFICER

Classification: Classified
Salary Range: 38

Retirement Type: PERS*
Revised/Board Approved: March 20, 2000

BASIC FUNCTION:

Under the direction of a supervisor, dean, or director, oversees the primary functions of the day-to-day operations in the assigned student service area; performs complex student services, technical duties; leads, trains, coordinates, and provides work direction to subordinate personnel; serves as the institutional liaison in the absence of the manager.

The Student Services Operations Officer oversees the day-to-day operations of the specific area assigned; performs complex analysis of transactions and reports; and provides technical expertise related to specific area assigned. The Student Services Operations Officer performs complex and difficult duties, and assists in the preparation, maintenance, and review of student service functions and operations.

REPRESENTATIVE DUTIES:

Perform complex technical duties in the office of admissions, counseling, financial aids/EOP&S, student support services, or student development.

Lead, train, and provide work direction to student services support personnel; monitor and coordinate work-flow; assure the timely completion of duties assigned to the unit.

Monitor, adjust, balance, and maintain day-to-day student services operations of assigned area.

Assure compliance with District, State, and Federal policies and procedures, applicable laws and regulations and generally accepted technical principles.

Prepare student services reports for assigned unit; maintain records, ledgers, and reports.

Review student services reports and computer printouts to assure the accuracy and completeness of information; detect, trace, and correct errors and discrepancies.

Prepare comprehensive reports as required by the District, State, Federal government, or other agency.

Monitor data entry to assure accuracy of records. Compile, organize, research, and verify information for inclusion in various records and reports.

Prepare and process a variety of documents which may include admissions applications, financial aids forms, counseling forms, student services forms, awards, scholarships, invoices, reimbursement claims, receipts, requisitions, and other forms and materials involved in the specific operations of the area assigned.

Provide information to District personnel, students, and community regarding area's requirements and procedures; answer questions; intervene, and resolve problems related to the specific student services area assigned.

Coordinate communications and student services activities with other District departments and personnel, governmental agencies, and private organizations.

Review and interpret Federal, State, Los Angeles County Office of Education, District, and other regulations, laws, policies, and procedures.

Prepare special project reports. Research and summarize data required by funding agencies.

Prioritize, assign work and provide training to other staff within the unit.

Review and audit student services area for accuracy and compliance with program requirements assuring the integrity of program.

Organize, assign, and prepare year-end report.

Research and recommend process improvements to provide timely and more efficient use of resources.

Participate in task forces, meetings, and the selection of new staff members.

Audit and advise support staff regarding various documents/forms involved in specific area operations, i.e., student applications, financial aids applications, scholarship form, invoices, requisitions, purchase orders, warrants, cash receipts, time sheets, journal entries, and promissory notes.

Operate office machines and electronic equipment and systems including computer terminal, personal computer, typewriter, calculator, and copier.

Monitor overall budget expenditures for student services restricted and unrestricted accounts.

Audit area operations to assure proper internal controls; assist external auditors as assigned.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree in administration or related field and four years of increasingly responsible direct experience in student services area required.

Direct related work experience in excess of the four years required and two years of college level course work may be substituted for the required bachelor's degree. Eight years of increasingly responsible direct work experience in excess of the four years required may be substituted for the bachelor's degree.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Specific student services area's rules, regulations, principles, practices and procedures.

Thorough record-keeping techniques.

Modern office practices, procedures, and equipment

Electronic systems and technological support used in the student services area.

District organization, operations, policies, and objectives.

Oral, written and interpersonal communication skills using tact, patience, and courtesy.

Applicable sections of State Education Code, Federal and States laws, and other applicable laws.

Technical aspects of field specialty.

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

Principles of providing training and work direction.

Abilities/Skills:

Prepare and maintain complex office operations and reports related to specific area.

Organize day-to-day operations of specific area.

Train and provide work direction to others.

Assign and review the work of others.

Analyze situations accurately and adopt an effective course of action.

Operate standard office machines and electronic systems including calculator, computer terminal, typewriter, and copier.

Meet schedules and time lines.

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Read, interpret, apply, and explain rules, regulations, policies and procedures.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.