



JOB TITLE: STUDENT SERVICES TECHNICIAN

Classification: Classified
Salary Range: 28

Retirement Type: PERS*
Revised/Board Approved: March 15, 2021

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform specialized technical duties in an assigned student services area such as admissions and records, scholarships, veterans program or other assigned area.

REPRESENTATIVE DUTIES:

Provide technical assistance and information to students regarding admissions and records, scholarships, veterans benefits or other assigned student services area.

Instruct students in correct procedures for completion of forms and applications; explain applications, requirements and restrictions; review completed forms for accuracy and completeness.

Prepare and maintain records, reports, lists and files related to assigned function.

Process applications and forms according to established procedures; request transcripts, records and other information needed to determine status of applications and forms.

Analyze and determine status of applications and forms; refer problems to supervisor for assistance and resolution; notify students of determination of need for additional information.

Prepare and transmit correspondence for students, verifying student status and other information; respond to requests from other educational institutions and agencies involving the verification of student status and records.

Operate a PC or computer terminal to update student records, input data, generate reports and verify student information; verify data for accuracy and completeness.

Communicate with College personnel and representatives of community organizations, governmental agencies and educational institutions regarding assigned function.

Operate office equipment including typewriter, calculator, copier and computer terminal.

Maintain current knowledge of rules, regulations, policies and legislation concerning the assignment.

Train and provide work direction to student workers as assigned.

Perform related duties as assigned.

JOB QUALIFICATIONS:Education and Experience:

Any combination equivalent to: graduation from high school and three years increasingly responsible clerical experience involving frequent public contact.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

Modern office practices, procedures and equipment.

Record-keeping techniques.

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

Oral and written communication skills.

District organization, operations, policies and objectives.

Interpersonal skills using tact, patience and courtesy.

Basic mathematical skills.

Abilities/Skills:

Perform specialized clerical and technical duties related to an assigned area of student services.

Learn and interpret rules, regulations and policies regarding assigned student services area.

Operate office equipment including typewriter, calculator, copier and Personal computer.

Communicate effectively both orally and in writing.

Work independently with little direction.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Train and provide work direction to others.

Maintain records and prepare reports.

Licenses or Other Requirements:

May require a valid California driver's license and a safe driving record.

WORKING CONDITIONS:

Typical office setting.

Extensive computer work.

Long periods of standing and sitting.

Ability to carry up to 25 lbs.

Ability to move from one work area to another as needed.

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