

STUDENT SERVICES TECHNICIAN

DEFINITION

Performs and coordinates complex technical work requiring specialized knowledge of specific student service programs, laws and regulations.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by an academic or classified manager.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Performs, coordinates and schedules complex technical work related to services, including troubleshooting complex issues.*

Facilitates the daily functions of the program and arranges appointments and schedules.*

Provides advisement to students regarding program requirements and information.*

Maintains materials, provides support and assists students in the use of program resources.*

Interviews students for program participation, determines capabilities, aptitudes and interests.*

Provides assessment information to students and may administer and proctor assessments.

Compiles statistics, analyzes data and prepares reports for state and federal authorities and District administration.*

Trains lower-level staff on office procedures and student database software.*

May present workshops and provide orientations for staff, students and community groups.*

Coordinates activities or special projects, such as events and community outreach.*

Assists in developing and implementing methods for encouraging usage of program resources.*

Oversees dissemination of program information and maintenance of records.*

Orders, reviews and catalogs supplies and resources and maintains supplies and materials for the program. Monitors budget supply allocation.*

Assists with developing efficient office procedures to manage documentation connected to student programs.*

May perform tasks related to state and federal funded programs, including preparing requests for grants and required reports.

Selects, trains, evaluates and maintains schedules of student workers.*

May perform bookkeeping and financial recording duties.

EXAMPLES OF DUTIES (continued)

Performs lower-level or related duties as required.

QUALIFICATIONS

Knowledge of:

Common office practices and procedures.

Word processing, spreadsheet and database computer software.

Federal and State regulations, requirements and procedural guidelines pertaining to student programs.

Recordkeeping procedures.

Ability to:

Coordinate simultaneous projects and multitask.

Operate a computer, utilizing word processing, spreadsheet and database software.

Communicate clearly, both orally and in writing.

Establish and maintain effective relationships with students, faculty, staff, outside agencies and the public.

Understand, interpret and apply regulations and program procedures.

Gather and compile statistical and financial data.

Establish and oversee systems and procedures pertaining to student assistance programs.

Analyze a variety of data and make appropriate recommendations.

Present clear and concise oral and written reports.

Interview, train, and provide work direction to student workers.

Develop, maintain and compile complex and accurate records.

EMPLOYMENT STANDARDS

Minimum Requirements:

A combination of six years of college-level education and work experience is required:

A minimum of 20 units of coursework or a degree in Business Administration, Counseling, Human Relations, Human Development, Social Science or related field from an accredited college or university.

AND

Experience in state or federal student assistance and/or employment and training programs, including two years of computer software experience.

EMPLOYMENT STANDARDS (continued)

Desirable:

Experience with student services programs in a college environment.