

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES TECHNICIAN

BASIC FUNCTION:

The Student Services Technician provides general clerical support for Student Services departments and programs. They perform a variety of responsible and technical duties related to the organization and coordination of day-to-day operations of the Student Services area to which assigned; assure timely and efficient services to students; provide information and assistance to students, faculty and staff concerning services, schedules and appointments.

ESSENTIAL FUNCTIONS:

- Organize and coordinate day-to-day operations of the Student Services area to which assigned and recommend operational changes as appropriate to assure timely and efficient assistance to students; open, close, and secure the facility according to assigned schedules.
- Provide information and assistance to students, staff and the public regarding student services and appointment schedules; explain District policies, procedures, rules, regulations and applicable program requirements. Refer students to other student services areas as appropriate; provide technical assistance and information concerning services and programs established to assist students in achieving academic success.
- Provide clerical and technical support services for staff by translating and transcribing materials, picking up and delivering reports, correspondence and other items, typing and preparing tables, reports, forms, and documents, and participating in special projects.
- Train and provide work direction to student assistants; interview and select student workers, assign and review work, and develop work schedules to ensure adequate staff coverage.
- Retrieve, review and file student records; assure files are complete and ready for scheduled appointments; obtain transcripts, test scores, and other student data, maintain records related to student contacts, assure the security and confidentiality of student files and clerical records; check files for accuracy, completeness and proper order.
- Schedule, reschedule and cancel appointments; prepare and maintain current appointment schedules.
- Answer telephones using a multi-line console; take messages and transfer callers to appropriate District personnel and offices.
- Input work schedules; record contact with students; generate comprehensive reports related to contacts and services provided.
- Order, store, inventory and distribute forms, materials and office supplies.
- Operate computer equipment to enter, revise and retrieve data, generate reports and maintain records; operate office machines including computer, computer terminal, software, copier, and calculator.
- Complete other projects and related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

- Community college services and programs.
- Customer service and basic public relations techniques.
- Modern office practices, procedures and equipment.
- Principles of training and providing work direction.
- Operation of office machines including computer and transcribing equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

- Organize, coordinate and oversee day-to-day activities of a Student Services department/division at a community college.
- Perform technical and responsible duties in support of staff in the Student Services area.
- Communicate effectively both orally and in writing.
- Answer telephones and greet the public courteously.
- Maintain records and prepare reports.
- Operate office machines including typewriter, copier, calculator, and computer equipment.
- Read, apply, and explain rules, regulations, policies and procedures.
- Train and provide work direction to student assistants.
- Work confidentially with discretion.
- Meet schedules and timelines.
- Complete work with frequent interruptions.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school supplemented by college coursework in business or related field and three years of clerical experience involving complex records maintenance and public contact, preferably including one year in a community college setting.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a counter, desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.