

Position: Student Services Technician	Salary Grade: 14
Department: Off Campus	FLSA: Non-exempt

Summary

Performs specialized clerical duties for admission and registration of students for courses. Updates and maintains student records. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures. Provides student and business services such as, but not limited to, proctoring of exams and retail bookstore sales and merchandising.

Essential Duties and Responsibilities

- Provides assistance and information to students regarding admissions, registration, records, fees and other areas of student services. Participates in organizing registration activities, both on and off campus.
- Instructs students on the correct ways to complete forms and applications, including those from separate student information systems. Explains the applications, requirements and restrictions. Reviews completed forms for accuracy and completeness.
- Processes application forms, reviewing student records for changes in status. Processes requests for transcripts, records and other information. Analyzes and determines the status of applications and forms, referring problems or unique situations to a supervisor for assistance and resolution. Notifies students of need for additional information.
- Enters application data onto a computerized student information system. Makes residency determinations, computes and collects fees, and balances money collected. Forwards all funds received to the appropriate office.
- Processes registration and enrollment changes, assuring accurate posting of student grades and drops, and accounting through computer entry of enrollment changes and fees collected or owed.
- Responds to requests from other departments, educational institutions, and agencies involving the verification of student status and records. Prepares and transmits routine correspondence for students, verifying student status and other information.
- Maintains student records including updating demographic and vital information, posting of grades and changes, posting of transcripts from other schools, and military evaluations.
- Provides technical assistance to students for accessing registration, tuition assistance, and other computer-aided resources.
- Prepares transcripts according to established procedures and as requested by students and other institutions.

- Reviews periodic reports, editing and correcting student files for conflicting or missing information. Collects, compiles, and summarizes information to support report preparation.
- Prepares and revises first and final class lists, census, and final grades for distribution to the appropriate sources.
- Posts onto student records a variety of information such as but not limited to, credit and non-credit classes, grades and grade changes, equivalency credits, assessment and proficiency scores, credit by exam, CLEP information, credit for approved military service, drops and adds, degrees, certificates, and honors. Corrects discrepancies in grades and grade point averages.
- Proctors exams, following rules, procedures, and instructions set forth by testing agency and/or faculty member. Reserves testing facilities, makes sure that testing areas are conducive to the purpose, receives and processes payments for tests when required for the exam, orients students on testing policies and procedures, and answers student questions.
- Greets visitors, takes and distributes messages, and provides information and assistance as required.
- Assists bookstore customers with purchases. Receives payments, verifies checks and credit card transactions, issues credits and refunds, and prepares reports of sales activity.
- May provide work direction to student and temporary workers.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires a working knowledge of activities associated with clerical customer service, and support to special needs students in an academic admissions office. Requires knowledge and skills in record keeping, modern office practices, and clerical procedures including that for retail sales. Requires a working knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires a working knowledge of computerized programs used for student information, including data entry techniques. Requires knowledge of test proctoring rules, policies, and procedures. Requires sufficient organizational skills to maintain up-to-date and accurate student files. Requires sufficient human relations skills to convey College information to new students and help resolve problems. Requires sufficient math skills to compute totals from existing fee tables.

▪ **Abilities**

Requires the ability to complete customer transactions. Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Requires the ability to operate a office equipment. Requires the ability to convey a positive image of the College, describe services and refer students to other resources. Must be able to interact with and be sensitive to customers of diverse cultural and socioeconomic backgrounds, and persons with disabilities, using courtesy and patience. Requires the ability to maintain the confidentiality of student records and information. Requires the

ability to operate a cash register and other retail sales equipment. Must be able to perform all of the clerical and record keeping duties of the position including operation of computer software programs designed for student information. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with students at departmental service windows. Requires near visual acuity to write, read written materials and computer screens, and observe students at service windows in need of assistance. Requires sufficient hearing and speech ability for personal and telephone conversations and to hear sound prompts from equipment. Requires sufficient hand-eye and finger dexterity to write, use a keyboard and mouse or other pointing device. Requires the ability to reach (from low, level, and overhead) to file, access files, and move supplies and equipment in and out of storage areas. Requires the ability to perform data entry.

- **Education and Experience**

The position requires a High School diploma or equivalent, additional post secondary business or secretarial science curriculum and of two years of increasingly responsible clerical or record keeping experience. Experience in a College setting or other school registration office is desirable. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

Requires a valid driver's license. Requires a certificate denoting completion of CLEP test proctor training with 30 days of employment.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.