

Student Services Technician	Salary Grade: 14
Department: Enrollment Services	FLSA: Non-exempt

Summary

Under the general supervision of an assigned supervisor, perform a variety of clerical and specialized duties involved in providing customer service to current and potential students. Perform related duties as assigned.

Essential Duties and Responsibilities

- Greet and screen students, staff, and the public; respond to questions, requests and complaints in a sensitive and cooperative manner; maintain calm and stable operating conditions in a service-oriented environment serving a diverse student population.
- Provide general information and assistance to students, staff, counselors, faculty, administration, and the public concerning registration, residency, and matriculation components. Refer students to appropriate Student Services programs.
- Perform data entry relevant to application, enrollment, student directory information, and transcripts into student information and review for accuracy and completeness.
- Determine student legal residence status in accordance with Federal and State laws and regulations and maintain student files to include admission applications, transcripts, test scores, and other appropriate documents.
- Receive payments for tuition and fees; balance cash drawer; prepare daily cash recap
- Assist in preparation for registration activities; orientation sessions; inventory and order necessary forms and materials.
- Assist individual students and groups with reference and research materials such as class schedules, catalog, and program websites. Provide training in use of all these tools.
- Maintain various files, logs, and lists; enter data in computer databases and file paperwork as required. Perform other office duties including composing correspondence and written materials, establishing and maintaining filing systems, and operating a variety of office machines. Type a variety of materials from rough drafts or copy; proofread and review documents for accuracy, completeness, and distribute as appropriate.
- Assist with Commencement and outreach events.
- Perform job-related duties as assigned.

Qualifications

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

▪ **Knowledge and Skills**

- District policies and procedures governing admissions, records and student services.
- Modern office practices, procedures and equipment.
- Reception and telephone etiquette.
- General clerical and record-keeping techniques.
- Cash handling techniques and methods.
- Basic letter and report writing practices.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

▪ **Abilities**

- Operate standard office equipment, including a computer and related software.
- Make arithmetic calculations with speed and accuracy.
- Analyze problems, correct and recommend solutions utilizing established procedures.
- Understand and follow oral and written directions.
- Communicate effectively both orally and in writing.
- Provide quality customer service for the admissions, records and student services.
- Learn and apply the rules and regulations of the assigned office.
- Work cooperatively with others.
- Establish and maintain cooperative relationship with those contacted in the course of work.

▪ **Physical Demands**

- 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**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Any combination equivalent to graduation from high school with some college level course work and one year of clerical experience. Prefer community college experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **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.