

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES TECHNICIAN

BASIC FUNCTION:

Under the direction of the Registrar, perform technical and complex duties in District-wide student services including admissions and records, registration, transcripts, financial assistance and other assigned areas of student services; provide technical assistance to students, staff and the public regarding available studentservices and various District procedures.

REPRESENTATIVE DUTIES:

Provide technical assistance and information to students District-wide regarding admissions and records, student registrations, financial assistance, or related matters; interpret and explain rules and regulations. (E)

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

Evaluate and determine status of application and forms; refer problems to supervisor for assistance and resolution, notify students of determination of need for additional information. (E)

Serve as liaison between seasonal registration staff and the Registrar. (E)

Inspect applications for student status and residency; input and assign appointments for registration; determine residency status and notify students or applicants as needed. (E)

Provide information to potential employers and others regarding student statistics; assure compliance with applicable sections of the Privacy Act. (E)

Provide information to appropriate personnel for financial aid reports for government loans. (E)

Process incoming transcripts and test scores according to established procedures; process and prepare official and unofficial transcripts District-wide as requested; assure accuracy and timeliness of transcripts requested. (E)

Prepare and compose letters of recommendation for student workers, correspondence and other materials as assigned. (E)

Operate a computer terminal, personal computer, printers and other office equipment as assigned. (E)

Coordinate staff schedules for seasonal registration activities and assure proper coverage. (E)

Train and provide work direction to staff as assigned; assign and review work.

Perform related duties as assigned.

KNOWLEDGE OF:

Oral and written communication skills.

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

Record-keeping techniques.

Operation of a computer terminal and data entry techniques.

Functions, activities, procedures and operations of assigned student services areas.

Applicable sections of the Privacy Act, Education Code and other related laws, rules and regulations.

Policies and objectives of assigned program and activities.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform technical and complex duties in assigned areas of student services.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Maintain records and prepare reports.

Operate a computer and assigned office equipment.

Type at 45 words net per minute from clear copy.

Understand and follow oral and written instructions.

Plan and organize work.

Work confidentially with discretion.

Make arithmetic computations with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college- level course work in a related field and three years of clerical experience involving frequent public contact.

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.