

Position Information	
<b>Title</b>	<b>Senior Student Services Technician - 1.0 FTE</b>
<b>Job Category</b>	Classified
<b>Position Number</b>	
<b>Location</b>	
<b>Job Description</b>	<p>Yuba College is seeking an equity-minded, dynamic, collaborative, and innovative employee to serve as the Senior Student Services Technician.</p> <p>BASIC FUNCTION: Under the direction of the Area Administrator, maintain the student academic records of the District; evaluate transcripts and transfer course work; determine eligibility for graduation; evaluate residency status and eligibility of international applications; perform complex technical duties with computerized database systems; oversee the operations of the Records Office during evening hours.</p>
<b>Job Duties</b>	<p>REPRESENTATIVE DUTIES:</p> <p>Oversee the operations of the Admissions and Records Office during evening hours independently; provide technical information to faculty, staff and the public; inform police or appropriate staff of emergency situations during the evening hours. Participates in planning, organizing, and coordinating assigned to Admissions and Records activities; implements procedures to ensure efficient day-to-day operations of assigned area.</p> <p>Reconcile and close credit card machines and cash drawers. (E)</p> <p>Assist in the verification of the work of Student Services Technicians for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.</p> <p>Process special circumstance registration authorization for the district, including petitioned repeats, audits, and unit overrides; work with Registrar for appropriate coding of exceptions to insure state compliance for FTES reporting to avoid District liability. (E)</p> <p>Apply judgment, knowledge and interpretations of academic policies and regulations related to admissions, evaluation of transcripts, test scores, and other documents related to registration procedures and policies for students, faculty and District-wide staff. (E)</p> <p>Access other school catalogs, software and the internet to review course descriptions for equivalencies as related to graduation processing and prerequisite coding; evaluate and post course prerequisites and equivalencies completed at other institutions. (E)</p> <p>Process student registrations including counter assistance during registration cycles and collection of student enrollment and parking fees; advise students of wait list procedures and telephone and web registration. (E)</p> <p>Provide technical assistance and information to students regarding admissions, registration, records, the petition process and transcripts. (E)</p> <p>Research, analyze and correct errors as well as resolve technical problems related to enrollment in Colleague.</p> <p>Coordinate with Information Systems for enrollment MIS reporting; validate the process according to regulations.</p> <p>Schedule, set-up, monitor and proctor assessment testing process and enter test score results into student accounts.</p> <p>Determine residency status; implementing state regulation changes for military, military dependents, foreign students, and non-residents graduated from a California High School; assure proper registration of non-resident and immigrant students. (E)</p>

Process and maintain academic grades, instructor grade changes, and positive attendance hours on a District-wide basis; review for accuracy, adjustments and necessary follow-up with instructors and students. Maintain record of incomplete grade contracts and change as needed. (E)

Evaluate eligibility for District-wide candidates for graduation according to State and District requirements; utilizing appropriate catalogs and other sources; check for repeated courses; verify level, course content, unit value and grading system; awarding of degrees now includes specific degree titles and eligibility to apply three times per year; determine course equivalents from other institutions; determine exceptions as needed. (E)

Evaluate and confer degrees specifically Associate in Arts/Science for Transfer, to the approval of SB 1440 (Student Transfer Achievement Reform Act-Transfer Model Curriculum).

Act as college E-Verify ADT (associates Degree Transfer) Liaison for CSU transfers degrees. Evaluate and report to CSUs E-Verify portal.

Preparation and distribution of diplomas annually for the college, including axillary campus locations.

Confer Certificates of Achievements to reflect on students' academic records.

Work closely with the District Education Services Analyst for updates on degree requirements implemented by the California Community Colleges Chancellor's Office and College Curriculum Committee for degree accuracy.

Maintain certification annually by passing the California Community College Athletics Association Compliance Exam, which is necessary for Senior Technicians to assess athletes to participate in collegiate sports.

Research and analyze student academic records for all athletic programs in compliance with California Community College Athletics Association regulations.

Certify student athlete eligibilities to participate in college athletic programs.

Maintain Campus Organization Rosters in regards to athletics.

Assist in managing in the evaluation of Allied Health programs by completing first-step analysis of multi-criteria screening/evaluation process of all applicants to ensure applicants meet prerequisite requirements prior to acceptance to the program.

Develop and maintain records of ADN graduates for notification to the California State Board of Registered Nursing.

Generate reports for high school students annually and release transcripts to their respective high schools.

Ensure prompt communication to current/perspective/past students by responding to emails and phone calls.

Develops yearly calendar of A&R deadlines, conduct technical student workshops for A&R processes and other schedules related to assigned activities and services; reviews, updates, and informs others of essential timelines; coordinates assigned activities; assures the timely completion of work in accordance with established policies, procedures, and standards.

Interpret catalog rights, policies and transfer course policies and communicate with counseling faculty the appropriate action. (E)

Confer with and provide information to administrators, counselors and faculty regarding the evaluation of student records, degree requirements and transfer course equivalencies. (E)

Interview students; evaluate documents and other evidence to determine student status as governed by existing laws and policies; monitor matriculation status, eligibility of high school students, low income fee waivers, and course prerequisites. (E)

Assess, monitor and process student academic records including calculation of GPA's, academic renewal, late withdrawals, course challenges and other information. (E)

Maintain student information in computer database for District-wide enrollment; update and retrieve data as necessary; consolidate pre-computer records for cumulative transcript accuracy. (E)

Respond to inquiries related to class enrollment, wait lists, courses, and schedule changes from faculty, administrators, staff, students and general public; respond to requests for student information from off-campus agencies, employers, high schools, District personnel and students; maintain confidentiality of sensitive information. (E)

Compose correspondence related to student academic data to students, outside agencies and staff; prepare files and maintain college transcript files. (E)

Assists with onboarding of international students. Monitors and informs international students regarding changes in status. Evaluate admissibility based upon academic records from international educational institutions and test scores.

Serves as a designated school official and liaison for international student immigration matters as they apply to admissions. Determines and resolves through the SEVIS (Student and Exchange Visitor Program), exceptions, program extension applications, voluntary departure, and any problems regarding international student, readmission/ reinstatement, unlawful status, or offenses, as applicable and appropriate.

Provide information and referrals to students regarding campus services. (E)

Learns and applies emerging technologies to perform duties and to assist with the automation of A&R functions.

Operate computers, printers, calculators, copiers and other office equipment as assigned. (E)

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

Coordinates and oversees work related to student records for equivalency, credit transfer, eligibility verification for credit attained by exam or advanced placement.

Processes application forms by entering data onto a computerized student information system. Reviews student admissions applications for completeness.

Analyzes and evaluates residency documents submitted by students to evidence bona fide residence and authenticity. Determines residency issues as they relate to student admissions, including challenges, exemptions, and evaluation of circumstances.

Researches, interprets, clarifies, and resolves a variety of problems dealing with, but not limited to, admissions, registration, matriculation, residency, student academic status, course class conflicts, and fees.

Maintain historical Yuba Community College District course catalogs and reference materials related to evaluations. (E)

Train and provide work direction to part-time registration staff and work-study students.(E)

Perform related duties as assigned.

#### KNOWLEDGE OF:

Residency requirements, laws and state regulation changes.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Methods and techniques in the analysis and evaluation of student records and transcripts from CSU, UC and other community college system schools.

Applicable knowledge of college curriculum codes and Common Course Numbering (C-ID) assigned by the State Chancellors Office.

Reference materials and resources available to evaluate traditional and non-traditional course work.

Knowledge of customer service standards and procedures.

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

	<p>Oral and written communication skills.</p> <p>Interpersonal skills using tact, patience and courtesy.</p> <p>District organization, operations, policies and objectives.</p> <p>Positive attendance and FTES regulations.</p> <p>Telephone and web registration procedures.</p> <p>Title V and other applicable sections of the Education Code and other laws relating to academic regulations and student status.</p> <p>Electronic data processing including input, update and retrieval in assigned database systems.</p> <p>Academic practices and regulations at the collegiate level according to system-wide and District policies.</p> <p>Graduation requirements and methods of computing student eligibility for graduation and certificates.</p> <p>Determination of catalog rights.</p> <p>ABILITY TO:</p> <p>Establish and maintain effective working relationships with other departments, staff, faculty, and representatives of public, private, government agencies and originations.</p> <p>Perform technical duties in the maintenance of student academic records.</p> <p>Perform complex research and analysis.</p> <p>Maintain relevant state MIS reporting procedures and requirements.</p> <p>Maintain and create accurate files and records.</p> <p>Evaluate transcripts and transfer course work.</p> <p>Determine eligibility for graduation for Fall, Spring, or Summer semesters.</p> <p>Evaluate residency status.</p> <p>Perform complex technical duties with computerized database systems.</p> <p>Communicate effectively both orally and in writing.</p> <p>Establish and maintain cooperative and effective working relationships with others.</p> <p>Read, interpret, apply and explain rules, regulations, policies and procedures.</p> <p>Type at 45 words net per minute from clear copy.</p> <p>Operate assigned office equipment.</p> <p>Work confidentially with discretion.</p> <p>Work independently with little supervision and direction.</p> <p>Analyze situations accurately and adopt an effective course of action.</p> <p>Make arithmetic calculations quickly and accurately.</p> <p>Interpret and apply the rules, regulations and policies governing registration and admissions.</p> <p>Analyze situations and make decisions in procedural matters without immediate supervision.</p> <p>Meet schedules and time lines.</p>
<b>Required Qualifications</b>	<p>EDUCATION AND EXPERIENCE:</p> <p>Any combination equivalent to: an Associate degree and three years of increasingly responsible clerical experience involving complex record maintenance including at least one year in an admissions and records.</p>
<b>Desired/Preferred Qualifications</b>	

<b>Physical Demands</b>	<p>ENVIRONMENT:</p> <p>Office environment.</p> <p>Constant interruptions.</p> <p>Evening or variable hours.</p> <p>PHYSICAL ABILITIES:</p> <p>Operating a computer keyboard and other modern office equipment.</p> <p>Sitting for extended periods of time.</p> <p>Effectively communicating to exchange information in person and on the telephone.</p> <p>Reading various materials.</p> <p>Dexterity of hands and fingers to operate a computer keyboard.</p> <p>Bending at the waist, kneeling or crouching.</p> <p>HAZARDS:</p> <p>Contact with dissatisfied or abusive individuals.</p>
<b>Special Conditions for Eligibility</b>	
<b>FLSA</b>	Non-Exempt
<b>Range/Step</b>	Range 31 CSEA Salary Schedule. Initial placement will not be higher than the salary schedule, the top step for this position is \$4582.18/mo.
<b>Salary</b>	\$3,725.16 - \$4,106.99/mo.
<b>Benefits Information</b>	<p>The District offers a comprehensive benefits package for employees and dependents for positions whose FTE is .60 or higher, valued at over \$20,000 annually with a \$310.50 monthly out of pocket expense to employees + dependents for their monthly medical premiums. The package includes health, dental, vision, one (1) life insurance policy and an Employee Assistance program. Additional benefits include contributions to the Public Employee's Retirement System (PERS) which is integrated with Social Security, 457/403b options, Vacation days - 7.33 hrs per month for the first year, 96 hours of vacation leave per years 1-5, 12 sick days and 20 holidays.</p> <p>•This position is anticipated to be assigned to the YUBA COLLEGE but may be assigned temporarily or permanently within the District.</p> <p>If you require reasonable accommodation to apply for this position, contact Taranjit Chahal at the Office of Human Resources at (530) 741-6979.</p> <p>WORKING CONDITIONS: Categorically funded positions are contingent upon funding. In accordance to Board Policy, smoking is restricted in many areas of the Yuba Community College District. Yuba College is a tobacco free campus.</p> <p>WORK DAY, WORK WEEK, and WORK YEAR: The District has the right to establish work day, work week, work year; hours of positions within the District may vary.</p> <p>INTERVIEW: Candidates selected for an interview will be required to visit Yuba College or Yuba Community College District at his/her own expense upon a date selected by the District. Meeting minimum qualifications does not guarantee an interview.</p> <p>FOREIGN TRANSCRIPTS: Must include a U.S. evaluation and translation. Contact the Human Resources website for a list of agencies providing foreign transcript services.</p> <p>PRE-EMPLOYMENT REQUIREMENTS: Employment is dependent upon Department of Justice (DOJ) clearance; all fees are the responsibility of the selected candidates and serves the</p>

	<p>purpose of obtaining a criminal history as authorized by the California Education Code. All prospective employees shall be required to provide verification of TB test.</p>
<b>EEO Statement</b>	<p>As an equal opportunity employer with a diverse staff and student population, the Yuba Community College District is committed to creating an inclusive and effective learning and working environment for all.</p> <p>EQUAL EMPLOYMENT: Yuba Community College District is an Equal Employment Opportunity Employer and guarantees equal opportunity regardless of race, color, creed, national origin, ancestry, gender, marital status, disability, religious or political affiliation, age or sexual orientation and does not discriminate in its educational programs, in employment nor in any other of its activities.</p>