

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Assistance Technician

Unit: Office Technical

Page: 1 of 2
Job Code: J1140
Original Date: 01/1991
Last Revision: 04/2018
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 21

DEFINITION

Under the direction of an assigned supervisor or manager, perform responsible technical duties associated with the operation of a student support program.

EXAMPLE OF DUTIES

1. Assist in the planning, organization, supervision, and evaluation of college operations, programs, and services.
2. Assist in developing programs and services to recruit and retain program participants.
3. Control and monitor the allocation and expenditure of funds for program services, such as tutoring, counseling, recruiting, and direct financial grants and loans.
4. Develop and conduct studies and analyses to identify program effectiveness; prepare reports as necessary.
5. Provide information and assistance to students in identifying and developing educational, career, and vocational needs and goals.
6. Explain program services to schools and community agencies; recruit program applicants; serve as liaison and resource person with college, district, and outside agency staff.
7. Develop in-service programs and activities to promote instruction, awareness, and communication; conduct workshops and training sessions.
8. Maintain current knowledge of rules, regulations, and guidelines applicable to assigned programs; ensure compliance with Title V rules and regulations; analyze new or proposed legislation for possible impact on the assigned program.
9. Assist in planning and developing operating procedures for assigned programs and services; develop and maintain computerized record-keeping systems.
10. Assist students in completing forms; accept and process applications; conduct workshops on form completion; determine eligibility and awarding of funds.
11. Compose information articles publicizing the assigned program; maintain records relating to the program; gather and analyze program data.
12. Train and provide work direction to clerical staff; provide input into the performance evaluation process as requested.
13. Investigate supplementary funding sources and prepare applications for funds.
14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONSKnowledge:

Applicable sections of California Education Code.
Awareness of needs and problems encountered by economically disadvantaged students.
Basic principles of training and work direction.
Correct English usage, vocabulary, spelling, punctuation, and grammar.
Culture, practices, and views of various minority groups.
District organization, operations, policies, and objectives.
Fundamentals of accounting, including knowledge of federal and State tax returns and financial documents.
Grant proposal preparation techniques and requirements.
Interviewing techniques.
Laws, regulations, and policies governing assigned program.
Methods and practices of record-keeping and report preparation.
Modern office practices, procedures, and equipment, including computer hardware and software.
Oral and written communications skills.
Program requirements, guidelines, goals, and objectives.
Technical aspects of field of specialty.

Skills and Abilities:

Analyze complex IRS tax forms and financial documents.
Analyze, interpret, and apply policies and procedures of assigned programs.
Assist with the planning, organization, supervision, and evaluation of assigned programs.
Communicate effectively both orally and in writing.
Establish and maintain effective working relationships with others.
Exercise sound judgment in reviewing and screening applications for grants, loans, and scholarships to determine eligibility.
Interview effectively and obtain relevant facts.
Learn and interpret rules, regulations, and policies governing assigned programs.
Maintain records and prepare reports.
Meet schedules and time lines.
Operate standard office machines and equipment, including computer hardware and software.
Organize and assemble data and prepare reports.
Plan and organize work.
Train and provide work direction to others.
Work confidentially with discretion.
Work independently with little direction.
Write proposals for State and federal grants.

Training and Experience:

Any combination of training and experience equivalent to: completion of two years of college with major coursework in business administration, public relations, or related field and three years of increasingly responsible experience involving interpretation and application of rules and regulations, preferably in a financial aid program.

License:

Valid California driver's license.

WORKING CONDITIONSPhysical Requirements:

Category III, usually minimum requirements.

Environment:

Favorable, usually involves an office.