

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Technician

Unit: Office Technical

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Job Code: J1146
Original Date: 01/1991
Last Revision: 10/2016
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 23

DEFINITION

Under the direction of a Dean, Student Services Supervisor, or assigned supervisor or manager, use independent judgment in coordinating the process of a variety of special and complex admissions and enrollment into multiple special school programs. Interpret rules, laws, and regulations related to the specific program areas. Perform records and transcripts evaluation and perform complex technical duties involved in analysis and evaluation of student records and transcripts for prerequisites, admissions, and transfer.

DISTINGUISHING CHARACTERISTICS

Incumbents assigned to the Student Services Technician classification perform the highly technical duties of evaluating student records and transcripts. Incumbents must possess a thorough knowledge of all phases of special admissions and records procedures of multiple special schools. Incumbents have multiple reporting relationships. Incumbents also train and provide work direction and guidance to Student Services Assistants. This classification is distinguished from the Evaluator classification in that the latter performs evaluation and analysis of students' records and transcripts related to course, transfer, and graduation requirements.

EXAMPLE OF DUTIES

1. Plan, organize, and coordinate the special admissions process into a special school program. Provide technical assistance regarding academic curriculum and academic progress to students and counselors. Evaluate program requirements and prerequisites via academic transcripts.
2. Perform complex and technical duties and make independent decisions involving the evaluation of student records and transcripts for completion of prerequisites leading to admissions into different special school programs.
3. Review transcripts for courses and units completed. Verify level, content, unit value, and grading system from catalogs or through correspondence with institutions involved; review non-traditional education documents for possible granting of college credits.
4. Interpret course descriptions. Evaluate student academic progress for admission into special school programs.
5. Maintain and review complex files, records, and transcripts on applications.
6. Analyze student records for students, counselors, faculty, and administrators regarding academic progress for admissions and make recommendations to students regarding special school and related course progression.
7. Interpret college requirements for special school programs. Explain basis of program decisions made and provide information to students and faculty on program requirements, including academic curriculum. Interpret and explain policies and procedures, rules and regulations, and laws to the community, prospective students, and other college departments.
8. Maintain academic major restrictions. Design and maintain current information materials, such as packets and forms for the website and also for distribution to students.

9. Independently review and approve special school student re-admission petitions. Provide verification of degree for issuance of correspondence with national and State license agencies. Review and approve or deny specific special school students' petitions.
10. Participate in a variety of campus and district meetings. Organize, coordinate, participate, and schedule orientations for programs.
11. Compute statistical data and prepare reports.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Academic policies and procedures.
- Admissions, enrollment, and transfer requirements.
- Applicable sections of California Education Code and other laws.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Evaluation of transcripts and other referred documents.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communications skills.
- Record-keeping techniques.
- Rules, regulations, policies, and procedures of the admissions and records office.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze situations accurately and adopt an effective course of action.
- Assist program directors with planning and improvement of procedures.
- Communicate effectively both orally and in writing.
- Compile data and prepare reports.
- Coordinate work of assigned personnel.
- Establish and maintain effective working relationships with others.
- Initiate actions and apply necessary department resources to accomplish tasks.
- Interpret and explain rules, regulations, procedures, policies, and catalogs regarding student admission, transcript evaluation, prerequisite requirements, and special regulations.
- Maintain confidential and complex records and files.
- Meet schedules and timelines.
- Operate a computers and business-related software, including word processing, spreadsheets, and databases..
- Perform difficult and technical records evaluation duties.
- Perform math calculations quickly and accurately.
- Plan and organize work.
- Train and provide work direction to others.
- Type/keyboard at 40 words per minute.
- Work confidentially with discretion.
- Work independently with little direction.
- Work with minimal supervision.

Training and Experience:

Any combination of training and experience equivalent to: graduation from high school and four years of increasingly responsible experience in a college or district-level admissions and record office involving interpretation and application of rules and regulations.

WORKING CONDITIONS

Physical Requirements:

Category III, usually minimum.

Environment:

Favorable, usually involves an office.