

San Diego Community College

CLASSIFICATION DESCRIPTION

Title: Student Services Technician - Military Base

Unit: Office Technical

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Job Code: J1147
Original Date: 07/2016
Last Revision: 07/2016
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 23

DEFINITION

Under the direction of an assigned supervisor and assigned at a military base paired with a District campus, serve as a primary and independent point of contact, spokesperson and advocate for the SDCCD Military Education Programs; provide student services support including admissions assistance and academic and career advice to prospective and current military students participating in District degree and certificate programs.

DISTINGUISHING CHARACTERISTICS

Incumbents assigned to the Student Services Technician-Military Base classification promote the SDCCD Military Education Program for College degree/certificate programs on various installations of various service branches by performing student services support duties for military service members. Incumbents must possess a thorough knowledge of all phases of special admissions and records procedures of multiple United States Military Services' and California Community Colleges' instructional and education rules and regulations. Incumbents have multiple reporting relationships between the District campus/es and the military commands. This classification is distinguished from the Student Services Technician classification in that the later coordinates the process of a variety of special and complex admissions and enrollment into multiple special school programs at a specific District campus.

EXAMPLE OF DUTIES

1. Serve as liaison between student, the District campus(s), and the military commands; assist military students in selecting courses and programs best suited to their abilities and educational goals in the pursuit of college work earned through District college programs; serve as point-of-contact, spokesperson and advocate to resolve and coordinate enrollment, residency, counseling, and tuition assistance issues.
2. Perform varied complex and specialized technical, administrative, and clerical student services duties; provide admissions assistance and academic and career advice to prospective and current military students participating in District associate degree and certificate programs; assist military students with the application and compilation of multiple college credits earned from the both military nontraditional and traditional course work toward degree completion with the District; provide advice and interpretation of college catalog requirements for active duty service members.
3. Follow up on the enrollment process with all prospective military students; facilitate the collection of all required admissions documents, transcripts, military tuition assistance financial aid packages, assessment examinations, state residency validation forms, and active duty non-resident fee waiver certification forms.
4. Provide assistance in the coordination of logistical support for on-base classrooms, offices, and events; provide on-base instructors' orientation, class briefings, and scheduled class sessions to be conducted on-base. Assist with the distribution of surveys and compilation of data with regard to enrollment status in all on-base classes.
5. Promote the SDCCD Military Education Program; assist in the preparation and distribution of District program publicity to include college catalogs, class schedules, and course and program announcements; distribute to education services officers, base education personnel, on-base military student resource centers and on-base libraries; provide administrative support and determine the needs of the program.
6. Provide outreach services and on-site customer service to military students throughout the San Diego Community College District service areas. Represent the District at on-base briefings, meetings, workshops, events, and education/career fairs for active duty service members on military installations in the service area.

7. Administer English and Math assessment exams to military students on-base as required at the military installations; proctor course examinations for military students in as required on-base classes.
8. Establish and maintain effective working relationships with campus staff in the college campus support services offices of counseling, admissions, evaluations, assessment, financial aid, accounting, and transfer studies centers and on-base education services specialists and base education officers at all installation commands.
9. Provide a wide range of information to students, faculty, staff, agencies, and the public regarding SDCCD Military Education Program and its impact on District missions and goals; explain program and District policies, procedures, rules and regulations, and operations.
10. Enter and extract, collect and compile, evaluate and analyze information and data; upkeep and maintain records, files and databases; advise or make recommendations on collected data and information; perform special studies; and produce standard and non-standard reports.
11. Operate a variety of office machines and equipment, including computer hardware and software.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Academic (admissions, enrollment, and transfer) requirements for credit and non-credit programs.
Administration and communication systems of the military community.
American Council on Education guidelines and application of the Service Members Opportunity College requirements
Applicability of the military students' earned credit through non-traditional training courses and service schools as documented on the Sailor/Marine American Council on Education Registry Transcript (SMART).
Applicable military service education benefits and financial assistance programs.
Applicable sections of California Education Code and other appropriate laws.
Basic research procedures, techniques, and principles including problem solving and analysis.
Computer applications involving word processing, spreadsheets, and databases.
District curricula and academic policies.
District organization, operations, policies and objectives.
District programs, procedures, and practices to support prospective and current military students.
English usage, grammar, spelling punctuation and vocabulary.
Evaluation of transcripts and other reference documents.
Modern office practices, procedures and equipment, including computer terminals.
Oral and written communications skills.
Principles and philosophy of the military management and chain of command systems.
Record maintenance and statistical record-keeping practices and techniques
Relevant sections of State Education Codes, local, State, federal, and program laws.
Rules, regulations, policies and procedures of the District Student Services.

Skills and Abilities:

Analyze situations accurately and adopt an effective course of action.
Assemble data and prepare correspondence and reports.
Communicate effectively both orally and in writing.
Conduct research.
Coordinate tasks and timelines for multiple District activities.
Establish and maintain effective working relationships.
Evaluate transcripts and other referred documents.

Follow military procedures, rules, and processes.
Implement aspects of a districtwide program independently.
Independent liaison for the program assigned.
Initiate actions and apply necessary department resources to accomplish tasks.
Interact and communicate effectively with individuals and/or groups.
Learn, interpret, and apply District and program policies, rules, and regulations.
Maintain and update files and records.
Meet schedules and time lines.
Operate modern office equipment including computer and fax machine.
Perform a variety of complex and specialized administrative, clerical, and technical work.
Plan, prioritize, coordinate and organize work and events.
Provide student services support.
Type at 40 words per minute from clear copy.
Understand and follow oral and written directions.
Uphold interpersonal proficiency to afford working with persons from diverse backgrounds.
Work confidentially with discretion.

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.

License:

Valid California driver's license
Military Clearance

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office. Some travel between assigned locations.