

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Student Services Technician	Range:	33
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for performing a variety of technical duties in a specialized area of Student Services such as registration, record maintenance, EOPS, adult education, disabled student services, student placement, and counseling services.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Performs a variety of duties to assist students, instructors and the public; provides technical information and assistance regarding assigned specialized student service; explains guidelines and procedures; resolves complex problems involving applications, forms and records.
2.	Processes of a variety of documents related to a specialized student service; verifies applications, forms and records for accuracy, completeness and compliance with program guidelines; updates records and other pertinent documents as appropriate; requests transcripts, records and other information to determine status of applications and forms; provides information to other educational institutions and agencies as requested.
3.	Facilitates promotion and awareness of assigned specialized student service; coordinates distribution of informational forms and packages for orientations and workshops; maintains appointment calendar for student academic counseling, testing, orientations and various types of workshops.
4.	Monitors student progress to assure program compliance; assists students in a variety of ways according to program needs; organizes student activities.
5.	Maintains a variety of narrative and statistical records and reports related to program activities and effectiveness; provides information as directed; inputs data into computer database; performs clerical duties; answer phones.
6.	Compiles and organizes data for statistical reports and surveys; reconciles data from various sources; prepares basic statistical reports as directed.
7.	Trains and provides work direction and guidance to others as directed.
8.	Maintains current knowledge of legal requirements, technological advancements and techniques used in providing student services.
9.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	Performs related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Student Services Technician maintains frequent contact with co-workers, counselors, faculty, students, various departments and outside agencies.

EDUCATION AND EXPERIENCE

Minimum Qualifications

High school diploma or GED, supplemented by college-level coursework
Minimum two (2) years of training or experience working in a student services program
Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives
Knowledge of applicable sections of State Education Code and other applicable laws
Knowledge of organization, policies, and rules of assigned department or program
Knowledge of modern office practices, procedures and equipment
Knowledge of local, State and Federal laws applicable to assigned programs
Knowledge of specialized equipment used to communicate with blind and hearing-impaired individuals
Knowledge of District rules and regulations governing participation in financial aid and other government sponsored programs as assigned
Knowledge of the basic principles of bookkeeping
Knowledge of record keeping techniques
Knowledge of the principles and practices of supervision and training
Knowledge and ability to operate personal and/or mainframe computers
Ability to prepare budgets and financial reports
Ability to compile, organize, and analyze statistical data
Ability to work confidentially with discretion
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

Valid California Driver's License

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WORKING CONDITIONS

College or District office environment; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
