



TITLE	CLASSIFICATION	SALARY GRADE
STUDENT SUCCESS TECHNICIAN	CLASSIFIED	GRADE: J
BOARD POLICY REFERENCE:		2015/16 Classification Review

JOB DESCRIPTION:

Under general supervision, perform a variety of student success services duties including application, orientation, assessment and registration and student follow up; serve as a liaison to appropriate District departments.

SCOPE:

The Student Success Technician completes admissions & records functions; provides information to students, faculty, staff, and the public; administers assessment tests used by the District, and ensures integrity of testing environment and materials; scores tests and coordinates distribution of results to students and appropriate District departments; collaborates with departments to develop and present program orientation materials; provides follow up services to students to ensure successful matriculation.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as a resource regarding District regulations, policies and procedures related to student success.
2. Interacts with students, faculty and staff in communicating and interpreting student success policies; performs student follow-up duties; translates/interprets communications (English/Spanish).
3. Gathers and enters data and test results into databases; records and prepares reports for student demographic and statistical information.
4. Maintains accurate electronic and written documents; performs related administrative duties.
5. Orders and maintains student success supplies.
6. Participates in community outreach events; prepares outreach materials.
7. Facilitates intake and performs registration services for the District, both on campus and at off-campus locations.
8. Administers, schedules, registers and scores assessment, placement and diagnostic tests; maintains integrity of test environment and materials.
9. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA).
10. May supervise student and short-term, non-continuing employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Explain test requirements concisely and clearly; perform moderately complex admissions and records responsibilities; understand and carry out oral and written instructions provide effective customer service; facilitate large groups of people; communicate effectively in English and Spanish (bilingual English/Spanish required); keep records and prepare reports; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Policies and procedures of standard assessment and admissions and records practices; Family Educational Rights and Privacy Act of 1974 (FERPA); standard office productivity software and specialized systems.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school; Associate's degree preferred.

Experience:

Previous (less than one year of full-time equivalent) experience in an office environment; experience in a college environment preferred.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

SPECIAL REQUIREMENTS:

Position requires frequent travel to various area high schools, organizations, and community agencies. Ability to lift up to 50 lbs. unassisted.