

TITLE: Student Services Technician

CLASSIFICATION: Classified

SALARY GRADE: C06

SCOPE OF POSITION:

Under general supervision, provides support for core student services functions related to admissions, enrollment, recruitment, orientation, assessment, and registration. Serves as a resource to students, resolves issues and makes referrals to appropriate departments.

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 to students and implements District policies, procedures and processes related to student services. Resolves issues for students related to student services processes.
2. Applies state residency laws and regulations. Assists students with preparing documentation to establish residency.
3. Advises students, faculty, staff and high school counselors on enrollment procedures. Processes batch enrollments and rosters for appropriate non-credit programs.
4. Processes student payments, issues receipts, requests credits, and posts funds to the appropriate budget.
5. Gathers and maintains student data, assessment and orientation attendance, enrollment, and other information; generates reports for data analysis.
6. Administers assessments, placement and diagnostic testing; maintains integrity of testing environment and materials. Communicates placement and assessment options and processes assessment results.
7. Updates probation, dismissal and admission holds status on student records.
8. Processes admissions, enrollment and registration forms. Verifies student information.
9. Organizes orientation, counseling and assessment activities; assists with scheduling, preparation of resources, and tracking attendance. Participates in community outreach events; prepares outreach materials. May meet with students and parents to share resources and explain processes.
10. Interprets and implements Family Educational and Privacy Act of 1974 (FERPA) and Title 5 regulations as they pertain to a student's right to privacy, accuracy and retention of academic records and course repetition requests.
11. May supervise and train student employees.
12. May direct the work of short-term, non-continuing (STNC) employees in the area.

KNOWLEDGE OF:

1. Standard student services, assessment and admissions and records practices.
2. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
3. Applicable technology usage, including standard office productivity software, and other appropriate technology.

TITLE: Student Success Technician

ABILITY TO:

1. Interpret, explain, and apply District regulations and policies to multiple audiences.
2. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
3. Communicate effectively, both orally and in writing.
4. Exercise appropriate judgement in interactions with others and with work processes.
5. Interact with the public in a helpful, courteous, and professional manner.
6. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

High school diploma or GED with some college coursework required.

EXPERIENCE:

1+ year of related experience required.

OTHER REQUIREMENTS:

- Must be able to perform physical activities, such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.
- 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.
- Position requires frequent travel to schools, organizations, and community agencies.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).