



# Student Services Technician I

Classified Range: 30

Board Approved: 11/18/21 P. 1|5

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

## **SUMMARY DESCRIPTION**

---

Performs a variety of routine technical duties and other general program support and clerical assistance duties in support of assigned program area.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

## **REPRESENTATIVE DUTIES**

---

*The following duties are typical for this classification.*

1. Performs a range of routine technical, program support, and clerical duties in support of assigned student services program area; provides information and assistance related to area of assignment.
2. Participates in organizing and coordinating assigned program activities; participates in implementing procedures to ensure efficient day-to-day operations of assigned area.
3. Participates in the development of yearly calendar of events, workshops, and other schedules related to assigned activities and services; reviews, updates, and informs others of essential timelines; coordinates assigned activities.
4. Participates in planning, organizing, scheduling, and conducting orientations, workshops, seminars, class presentations, tours, meetings, and other activities related to assigned program area; reserves facilities and make other necessary arrangements.
5. Provides routine technical information and assistance regarding area of assignment to students, staff, and the public; explains program applications, policies, procedures, requirements, and restrictions.
6. Verifies and reviews materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; collects and processes appropriate information.
7. Compiles and tabulates data; compiles information and prepares appropriate forms, schedules, and reports; lists, abstracts, or summarizes data; inputs and reviews data and prepares special and periodic reports related to an assigned project and/or program area; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
8. Establishes and maintains records including student records; maintains interrelated filing systems; collects, compiles, and records narrative, statistical, and financial data and other information; researches and verifies information as requested.
9. Maintains and generates reports from a database or network system; maintains assigned calendars, schedules, and appointments; coordinates and arranges meetings related to area of assignment.



## Student Services Technician I

Classified Range: 30

Board Approved: 11/18/21 P. 2|5

10. Assists with the development, implementation, and coordination of a tracking system for effective monitoring of students and for evaluating program outcomes; assists with tracking, reporting, and evaluating of student/program progress.
11. Participates in coordinating communication and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public.
12. Participates in program review; assists in the development and implementation of revised procedures.
13. Performs other duties related to the primary job duties.

### **MINIMUM QUALIFICATIONS**

---

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **CORE COMPETENCIES:**

##### **Analyzing and Interpreting Data**

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

##### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

##### **Reading Comprehension**

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information \*\*

##### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations

##### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it



# Student Services Technician I

Classified Range: 30

Board Approved: 11/18/21 P. 3|5

- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

## Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

## Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions \*\*
- Adds, improves, modifies, or develops features and functionality\*\*

## Team Work/Involving Others

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

## Writing

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought

## Adaptability

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

## Innovation

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

## Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately\*\*



# Student Services Technician I

Classified Range: 30

Board Approved: 11/18/21 P. 4|5

## Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information\*\*
- Works within the bounds and limits of what is permissible

## Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

## Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*

## Education and Experience Guidelines

### Education/Training:

Equivalent to the completion of high school supplemented by thirty (30) semester units of college level course work in a related field.

### Experience:

One (1) year of clerical experience.

## EQUIVALENCY PROVISION:

In the absence of thirty (30) semester units of college level coursework in a related field, the equivalent to the completion of high school and two (2) years of clerical experience is qualifying.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25



## **Student Services Technician I**

**Classified Range: 30**

Board Approved: 11/18/21 P. 5|5

pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.