

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES TECHNICIAN

BASIC FUNCTION:

The Student Services Technician provides general clerical support for Student Services departments and programs. They perform a variety of responsible and technical duties related to the organization and coordination of day-to-day operations of the Student Services area to which assigned; assure timely and efficient services to students; provide information and assistance to students, faculty and staff concerning services, schedules and appointments.

ESSENTIAL FUNCTIONS:

Organize and coordinate day-to-day operations of the Student Services area to which assigned and recommend operational changes as appropriate to assure timely and efficient assistance to students; open, close, and secure the facility according to assigned schedules.

Provide information and assistance to students, staff and the public regarding student services and appointment schedules; explain District policies, procedures, rules, regulations and applicable program requirements. Refer students to other student services areas as appropriate; provide technical assistance and information concerning services and programs established to assist students in achieving academic success.

Provide clerical and technical support services for staff by translating and transcribing materials, picking up and delivering reports, correspondence and other items, typing and preparing tables, reports, forms, and documents, and participating in special projects.

Train and provide work direction to student assistants; interview and select student workers, assign and review work, and develop work schedules to ensure adequate staff coverage.

Retrieve, review and file student records; assure files are complete and ready for scheduled appointments; obtain transcripts, test scores, and other student data, maintain records related to student contacts, assure the security and confidentiality of student files and clerical records; check files for accuracy, completeness and proper order.

Schedule, reschedule and cancel appointments; prepare and maintain current appointment schedules.

Answer telephones using a multi-line console; take messages and transfer callers to appropriate District personnel and offices.

Input work schedules; record contact with students; generate comprehensive reports related to contacts and services provided.

Order, store, inventory and distribute forms, materials and office supplies.

Operate computer equipment to enter, revise and retrieve data, generate reports and maintain records; operate office machines including computer, computer terminal, software, copier, and calculator.

Complete other projects and related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Community college services and programs.

Customer service and basic public relations techniques.