



## Student Services Technician II

Classified Range: 34

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**

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Performs a variety of technical duties in support of assigned student services area; provides a wide variety of reference and resource information related to assigned function or program area; and performs other general program support and clerical assistance duties in support of assigned program area.

### **DISTINGUISHING CHARACTERISTICS**

The Student Services Technician II classification is distinguished from Student Services Technician I classification in that employees in this classification perform additional and more difficult and responsible types of duties such as determining program eligibility and coordinating prescribed services for students with disabilities.

### **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**

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*The following duties are typical for this classification.*

1. Performs a full range of technical, program support, and clerical duties in support of assigned student services program area; provides a wide variety of specialized, reference and resource information, training, and assistance related to assigned function or area of assignment.
2. Participates in planning, organizing, and coordinating assigned program activities; implements procedures to ensure efficient day-to-day operations of assigned area.
3. Participates in the development of long-range planning and program review; assists in the development and implementation of revised procedures.
4. Develops 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; assures the timely completion of work in accordance with established policies, procedures, and standards.
5. Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations, tours, meetings, and other activities, related to assigned program area; arranges and confirms speakers; reserves facilities and makes other necessary arrangements.
6. Provides technical information and assistance regarding area of assignment to students, staff, and the general public; interprets and explains program applications, policies, procedures, requirements, and restrictions; develops promotional and informational materials for distribution on and off campus; maintains assigned resource material and library.



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7. Verifies and reviews materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; collects and processes appropriate information.
8. Compiles and tabulates statistical data; compiles information from various sources 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 including state and federally mandated reports; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
9. Establishes and maintains records including student records; maintains complex, interrelated filing systems including confidential files; collects, compiles, and records narrative, statistical, and financial data and other information; researches and verifies information as requested.
10. May determine program eligibility and prepare need analysis; notifies students of program changes and updates; reviews and processes applications for students; may monitor progress of students in assigned program area; ensures compliance with applicable requirements and guidelines.
11. May function as case managers providing direct support to basic skill, at risk, and new students to assist students in being successful in order to increase retention and success; assists students with a variety of issues including financial aid, housing, childcare, registration, probation status, and related issues; serves as a liaison between students, community, professional staff, and faculty.
12. May coordinate prescribed services for students with disabilities; carries out recommendations of Department Head and Learning Disabilities Specialist for academic accommodations; proctors testing for students in the program; delivers and picks-up testing materials campus wide; moves furniture campus wide to accommodate student accessibility needs; coordinates the activities of a pool of student assistants hired to provide direct services.
13. Maintains and generates reports from a database or network system; utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinates and arranges meetings.
14. 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, monitoring and evaluating of student academic/program progress and participation.
15. Coordinates communication and activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public.
16. Inventories and orders office and program supplies; completes purchase requisitions; maintains inventory.
17. Stays current with new trends information related to area of assignment.
18. May utilize a golf cart to transport students on campus.
19. Provides assistance to other student services staff as needed.
20. Performs other duties related to the primary job duties.



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### **MINIMUM QUALIFICATIONS**

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*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
- 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



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### 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\*\*

### 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



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### 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:

An Associate's degree or sixty (60) units in a related field.

#### Experience:

Two (2) years of responsible clerical and program support experience.

#### License or Certificate:

Possession of a valid driver's license.

### EQUIVALENCY PROVISION:

In the absence of an Associate's degree or sixty (60) semester units of college level coursework in a related field, the equivalent to the completion of high school and four (4) years of clerical and program support 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 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.