



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Student Services Analyst		
<b>JOB CLASSIFICATION:</b>	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential	
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified	
	<input type="checkbox"/> Faculty		
<b>RANGE:</b>	40		
<b>HOURS PER DAY:</b>	8		
<b>HOURS PER WEEK:</b>	40		
<b>MONTHS PER YEAR:</b>	12		
<b>REPORTS TO:</b>	Dean of Enrollment or Designee		

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

To perform a variety of highly responsible technical and procedural duties within Student Services. Employees in this classification serve as the lead staff in the oversight of the matriculation, financial aid and other student support services processes from start to finish. Employees in this classification assist with Student Services internal audits and review Student Services transactions and student records in light of policies and procedures. Employees in this classification provide high quality assistance and information to students, staff and the public regarding college services, policies and procedures. Employees in this classification coordinate outreach events, deliver high quality presentations, and build/maintain relationships with community constituents. Employees in this classification receive very limited supervision within a framework of standard policies and procedures and may direct, train, oversee, and monitor the work of student assistants, work study employees, and temporary employees as needed. This job class requires thorough knowledge of various Student Services programs and eligibility requirements as well as organizational, problem solving, reporting, and record keeping skills and requirements. This position serves as the primary resource person between Student Services departments. This position serves as the primary resource person in all data processing needs/requests for Student Services. This job class functions at an expert level of this classification.

**TYPICAL DUTIES**

- Oversees Student Services campus and outreach activities and operations.
- Monitors Student Services requests and needs for data processing services.
- Assists in planning and evaluating Student Services computer applications.
- Works with I.T. to identify programming needs and test programming solutions.
- Monitors the processing of Student Services applications as prescribed by federal, state and local guidelines.
- Monitors, reviews and analyzes Student Services applications and determines

**POSITION DESCRIPTION****POSITION TITLE: Student Services Analyst**

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eligibility.

- Monitors and processes student requests and inquiries in a timely manner, such as but not limited to: enrollment verification, transcripts, financial statements, award letters, and consortium agreements.
- Monitors, reviews and evaluates Student Services applications and student records seeking graduation requirements, student support program services, and/or financial aid ensuring that appropriate requirements are met.
- Monitors, awards and issues student support program assistance, degrees, and/or financial aid packages following all federal and state regulations, as well as local policies and procedures.
- Monitors, determines and notifies students of their status and eligibility for programs such as, but not limited to: financial aid, veterans' benefits, admissions, academic standing, residency, athletics, fees/refunds, international students and/or EOPS/DSPS.
- Monitors, interprets and applies all federal and state regulations pertaining to Student Services programs.
- Monitors, checks, and evaluates student progress for continued eligibility in Student Services programs.
- Disseminates information related to Student Services programs; assists prospective students in completing applications ensuring that all necessary information is obtained.
- Conducts financial literacy workshops for students.
- Works closely with Information Technology to create, improve, and resolve system processes.
- Builds relationships within the college, student, and local community.
- Monitors student record keeping compliance.
- Reviews and corrects data for local, federal and state reporting; and works collaboratively with Information Technology to resolve data discrepancies.
- Reviews/monitors accounts and ledgers to assist with account reconciliation.
- Works closely with the Business Office to assist with account reconciliation.
- Performs a variety of calculations and recalculations related, but not limited, to financial aid and eligibility determination.
- Updates the website on a consistent basis, ensuring compliance with local, state and federal regulations.
- Compiles statistical data for use in the preparation of local, state and federal reports.
- Assists in the development and review of the budget, eligibility compliance, and access for programs such as EOPS.
- Participates on college committees as assigned.
- Develops forms necessary for operation of Student Services programs.
- Monitors overall status of Student Services programs and provides updates to the Director or designee.
- Plans, coordinates, and presents at Student Services outreach events.
- Assigns, trains and oversees the work of short-term and student employees.
- Works collaboratively with all Student Services departments and offers support as needed in other offices.
- Provides Student Services updates to the college community.

**POSITION DESCRIPTION****POSITION TITLE: Student Services Analyst**

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- Operates a variety of office equipment to perform assigned activities such as a personal computer and applicable software, calculator, copier and others.
- Performs other related duties similar to the above in scope and function as required.

**EMPLOYMENT STANDARDS***Knowledge of:*

- Data processing applications pertaining to computerized Student Services functions.
- Student Information System (SIS) process and functions
- District, state and federal policies and regulations related to Student Services operations.
- Rules, regulations, and interpretations for determining student eligibility for all state, federal, and local Student Services programs.
- College, community agencies, services, and resources available to students.
- Effective customer services techniques in person and over-the-phone.
- Effective communication techniques including speaking in front of large groups.
- Office methods, practices, and procedures including information systems and electronic data processing.

*Ability to:*

- Assume responsibility for carrying out general policies without immediate supervision.
- Communicate effectively in both oral and written form.
- Operate modern office equipment including automated systems.
- Work within exacting time lines and deadlines.
- Quickly identify problem areas or situations, isolate problem causes, and take appropriate action to resolve problems identified.
- Interpret state, federal, and local regulations and requirements related to Student Services programs and apply them with good judgment in practical situations.
- Organize, prioritize, and process assigned workload and tasks within stringent time lines.
- Perform mathematical calculations quickly and accurately.
- Effectively work under pressure.
- Flexibility in supporting all Student Services offices as needed.
- Collaborate and support teambuilding
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds.

**POSITION DESCRIPTION**

**POSITION TITLE: Student Services Analyst**

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**EXPERIENCE/EDUCATION:**

- Five years of increasingly responsible experience in Student Services, preferably in a position requiring the exercise of independent judgment and decision making; working in customer service; working in a lead role working with technology; and bookkeeping and/or accounting preferred.
- At least two years of college or equivalent; AA Degree preferred.
- Directly related practical experience may be substituted for education.

**APPROVALS**

Date Created/Revised:	08/2017
Cabinet Reviewed:	08/15/2017
Board Approved:	10/11/2017

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)