



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

POSITION TITLE:	Student Services Technician	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	29	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Program Director or designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To provide highly responsible counseling support and paraprofessional functions involved in Student Services programs, including categorically funded programs. Employees in this classification train, supervise and assist student workers in sponsored events and activities. Employees in this classification receive limited supervision within a framework of standard policies and procedures and exercise a high degree of independence and initiative.

TYPICAL DUTIES

- Schedules and proctors testing services and sets up testing schedule for each semester. Serves as proctors for testing.
- Oversees and coordinates student learning supports such as study sessions, tutoring, online course assistance, instructional computer labs, lending library, and textbook program.
- Provides intake assistance to counselors during peak counseling times and monitors student counseling appointments.
- Organizes, trains and directs student workers for student services
- Receives, handles, and processes confidential student information and requests, ensuring that security and strict rules of confidentiality are maintained.
- Establishes, maintains, and compiles computerized and manual records including student files, reports, correspondence, and related documents.
- Develops and updates resource materials in conjunction with faculty and assigned student service program.
- Assists with program in-take procedures: receives, reviews, and verifies documents, records, and forms for accuracy, completeness, and determines program eligibility and extent of support in accordance with established rules, regulations, policies, and procedures.
- Provides program orientation and overview to new students.

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- Promotes program: identifies and recruits potential participants; develops brochures, fliers, and other promotional materials; makes presentations to appropriate groups.
- Monitors individual student academic progress, identifies barriers to success, and refers students to other college and community support services as appropriate.
- Maintains accurate records of services delivered and prepares a variety of reports and correspondence related to assigned area.
- Assists counselors with the outreach and recruitment activities.
- Collects and reviews progress reports and makes referrals to counselors on students needing academic assistance.
- Inputs and reviews program MIS data each semester.
- Maintains and generates accountability reports as requested.

EMPLOYMENT STANDARDS*Knowledge of:*

- proper office methods, practices, and procedures, including computerized record keeping systems
- basic procedures, practices, and purposes of categorical programs and academic counseling
- general needs of low-income, educationally disadvantaged students
- principles, methods, and procedures for conducting outreach/recruitment activities for Student Services Programs
- Proper monitoring of instructional materials including notes, exams, textbooks, and online materials

Ability to:

- learn district, state and federal policies and procedures as applicable to the program
- plan, organize, and prioritize work
- enforce established program regulations and requirements
- effectively and tactfully communicate in both written and oral forms
- establish and maintain accurate record keeping systems and files and assist in the preparation of related reports
- understand and follow oral and written instructions in an independent manner
- establish and maintain effective work relationships with those contacted in the performance of required duties

QUALIFICATIONS*Education/Experience Required:*

- Combination of training, education, and experience equivalent to an A.A. Degree. B.A. preferred.
- Direct experience working with low-income, educationally disadvantaged and ethnic minority students in a high school or college setting.
- Sensitivity toward students from diverse backgrounds, including re-entry and first-

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generation college students.

- Higher education experience working with categorical programs is desirable.

APPROVALS

Date Created/Revised: 09-09-15

Cabinet Reviewed: 01-12-16

Board Approved: 01-20-16

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)