**Position:** Student Services Technician

**Department/Site:** Student Services

**FLSA:** Non-Exempt – (Classified CSEA)

**Salary Range:** 20

**Position Number:**

**Reports to:** Director, dean, or other administrator in assigned area

**BASIC FUNCTION:**

Under the direction of the Dean of Student Services provide current and potential students with registration, financial aid, outreach and career services at multiple sites.

**REPRESENTATIVE DUTIES:**

- Provide technical information and assistance to students, staff, counselors, faculty and administrators in the interpretation and clarification of registration, a variety of financial aid, career services and assessment.

- Conduct informational workshops and outreach on Student Services areas (e.g., Financial Aid, Counseling, Career Services, CalWORKs, Re-Entry/International Students, Extended Opportunity Programs and Services/CARE, Disabled Student Programs and Service, etc.) providing general information and referral to the various areas of student service.

- Assure compliance with District, County, State and Federal laws, rules, regulations and guidelines related to assigned areas; make residency determinations according to State requirements.

- Collect attended fees; prepare receipts as appropriated; produce and analyze reports for cash register to balance and reconcile cash drawer and make deposits to Cashier Office.

- Train and provide work direction to student assistants. Coordinate schedules; prepare timesheets for monthly payments.

- Process Board of Governor waiver program.

- Prepare and maintain a variety of records, reports, and files related to students and assigned activities; maintain confidentiality of student information.

- Serve as a liaison between Hartnell College Student Services and the One Stop Shop.
Perform other office activities including receiving, opening and distributing mail, ordering and maintaining office supplies, establishing and maintaining filing system, keyboarding and duplicating various materials and composing correspondence.

Serve on campus committees; attend community events as assigned.

Refer students to appropriate Student Services and/or counselor for professional services.

Operate a variety of office equipment and machines including computers, peripheral equipment, calculators and copiers.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Community college courses, curriculum, graduation and transfer requirements.
- Admissions and Records rules, regulations, policies and procedures.
- Regulations governing the community college registration procedures.
- Rules, regulations, procedures, policies and function of federal, State and District financial aid programs.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy
- Applicable sections of State Education Code and other applicable laws.
- Modern office practices, procedures and equipment.
- Maintain records and prepare reports.

**ABILITY TO:**

- Perform a variety of specialized professional-level public relations activities related to the development, implementation and promotion of District programs and services for student recruitment purposes.
- Interpret and explain rules, regulations, procedures, policies and catalogs regarding student registration, financial aid, and other student services areas.
- Operate a computer and applicable software.
- Communicate effectively both orally and in writing.
- Work independently with little direction.
- Meet schedules and time lines.
- Establish and maintain cooperative and effective working relationships with others.
- Public speaking
- Operate a vehicle observing legal and defensive driving practices.
- Communicate effectively in English and Spanish.

**EDUCATION AND EXPERIENCE:**
Any combination equivalent to: AA degree and one year experience involving public contact and computer operation in a student services program.

LICENSES AND OTHER REQUIREMENTS:
A valid California driver’s license and use of a personal vehicle.
Bilingual (English and Spanish).

WORKING CONDITIONS:
ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work as assigned by position.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Bending at the waist or kneeling to file and retrieve records.
Lifting, carrying, pushing or pulling moderately heavy objects.