

Position:	TRIO-Student Support Services Technician I	Position Control:	
Department:	Student Services	Position Class:	Secretarial/Clerical
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	TRIO-Student Support Services Coordinator	Salary Range:	15
Next Level Supervisor:	--	Hrs. per week:	19
Educ. Admin.:	VP Student Services	Mos. per year:	12
Date Established:	June 2014	FLSA Exemption Status:	Non-Exempt

DEFINITION

Under general supervision, performs a variety of specialized clerical duties in support of the TRIO-Student Support Services program; assists students through the process and with eligibility requirements. Perform related duties as required.

CLASS CHARACTERISTICS

Employees in this class are responsible for providing assistance to students and the Student Services staff. As well as working with students, staff, parents and regulatory agencies

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in this class, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Prepare and complete TRIO-Student Support Services documents, verify enrollment information, interview and advise students concerning eligibility, interpret requirements procedures and other related issues.

Maintain current knowledge of state programs regarding changes in eligibility requirements, application procedures and other related topics.

Attend meetings, workshops and conferences.

Assist the Coordinator in the preparation and maintenance of a variety of records, files and reports related to student and TRIO-Student Support Services activities.

Operate a variety of office equipment.

REPRESENTATIVE DUTIES, continued

Assist in planning, organizing, developing and coordinating meetings and social functions.

Record and manage student files, grade records and progress towards degree.

Provide general information on the TRIO-Student Support Services program to new students and assist with the application process.

Create and distribute program flyers and bulletins.

Update and maintain the TRIO-Student Support Services website.

Assist Coordinator in maintenance of departmental budget and fiscal matters, by processing purchase orders and printing out program budget reports in Banner.

Assist Coordinator in the collection and data entry of TRIO-Student Support Services program MIS data and program effectiveness measures using software such as Banner, BLUMEN, Cognos, SARS, Degree Works, Excel and Laserfiche.

Receive and relay telephone calls as directed and schedules appointments as needed.

Make referrals to on campus and off campus resources.

Perform other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience:

An applicant can meet minimum qualifications in one of two ways as listed below:

- (1) High school diploma or equivalent and two (2) years of clerical experience using modern office technology including proficiency with database, spreadsheet and word processing software such as Microsoft Access, Excel and Word.
- (2) Associate Degree or equivalent and one (1) year of clerical experience using modern office technology including proficiency with database, spreadsheet and word processing software such as Microsoft Access, Excel and Word

Desirable Qualifications

Bilingual: Spanish/English

Two years of office experience in public education.

TRIO grant experience preferred

Experience working with SCT Banner

Personal

Ability and desire to establish and maintain cooperative working relationships with those contacted in the performance of duties.

Willingness to assist students and promote good relationships.

Ability to demonstrate fairness and patience in the performance of duties.

Ability to use tact and good judgment regarding interactions with students.

Dependable in attendance and punctuality.

Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.

Knowledge of

Ability to plan and organize complex work assignments.

Ability to establish and maintain cooperative working relationships with those contacted in the performance of duties.

Detail oriented.

Be a team player in a busy educational environment with an emphasis on student success and public service.

Correct English grammar, spelling, punctuation and vocabulary.

Ability to

Learn program rules, laws and processes.

Learn complex and changing state and federal regulations and procedures.

Be efficient and well organized.

Work independently.

Keep accurate and detailed records.

Meet the public, students and staff members cordially and effectively.

Enter and retrieve computer information.

Keep files current, accurate and in order.

Maintain confidentiality.

Interpret and explain TRIO-Student Support Services processes, rules and eligibility requirements.

WORKING CONDITIONS

Physical Requirements:

1. Ability to work at a desk, conference table, or in meetings of various configurations.
2. Ability to stand and circulate for extended periods of time.
3. Ability to see for purposes of reading laws, codes, rules, policies and other printed materials.
4. Ability to hear and understand speech at normal levels.
5. Ability to communicate so others will be able to clearly understand a normal conversation.
6. Ability to bend and twist and lift and carry 25 pounds.
7. Ability to reach in all directions.
8. Manual dexterity to handle or operate materials and equipment.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

Environment:

A community college campus with an emphasis on student success. Work is generally performed in a busy office environment.

SUPERVISION

Supervision is received from the TRIO-Student Support Services Director. May take or give work directions on projects as assigned. This position may require supervision of a student worker.

PAY RANGE

Range 15 on the Classified Employees Salary Schedule/Non-Exempt.

Disclaimer

This program is categorically funded and continued employment is dependent upon adequate funding.