

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EDUCATION CENTER TECHNICIAN

SUMMARY DESCRIPTION

Under the direction and supervision of the Center Dean or designee, perform complex technical work related to financial aid, instruction, and residency; provide information and assistance to students, staff, faculty and the general public.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide information to college personnel, students and members of the general public by interpreting and explaining District policies, procedures, rules and regulations. ***E***
2. Perform a variety of technical duties in support of financial aid, instruction, and residency; type, file, process forms, answer phones and maintain records as assigned. ***E***
3. Greet students, college personnel and members of the general public; provide information regarding Center programs, procedures and activities; provide forms and assist in their completion as appropriate; speak and write clearly in a second designated language as assigned. ***E***
4. Provide technical information and assistance to students in person and on the telephone regarding financial aid programs, grants and services; explain applications, policies and procedures, requirements and restrictions; notify students of status and/or need for additional information. ***E***
5. Maintain information, resources and contacts to refer students to other college offices, community organizations, social services and other agencies as appropriate. ***E***
6. Process financial aid applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms; develop and maintain a follow-up system as appropriate; review completed forms for accuracy and completeness. ***E***
7. Assist with Admissions and Records, Assessment, Bookstore, Counseling, Financial Aid, Fiscal Services, Tutorial Services, EOPS, Registration, Transfer Center, Instructional, Library and Orientation schedules and activities; schedule student appointments as necessary. ***E***
8. Operate a computer terminal to obtain and verify information and records; input a variety of information and data to maintain records and files utilizing various software as applicable. ***E***
9. Prepare and transmit correspondence for students; verify student status and other information; respond to requests from other educational institutions and agencies involving the verification of student status and records. ***E***
10. Assist new instructors with materials and information; assign classrooms as necessary; receive complaints, resolve issues or refer to appropriate personnel according to established procedures. ***E***
11. Prioritize and coordinate instructional office activities to assure timelines are met; develop schedules, type and process documents, coordinate communications and disseminate information. ***E***
12. Review and summarize data and prepare special and periodic reports related to an assigned program or function including State and Federally mandated reports; verify accuracy, completeness and compliance with rules, procedures, regulations, policies and other mandates. ***E***

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13. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules and reports; list, abstract and summarize data. *E*
14. Determine residency status of student applications in accordance with State residency requirements and immigration laws; review documents, verifications and other materials as required to verify residency status. *E*
15. Communicate with other colleges and immigration officials to resolve difficult questions related to residency status; maintain current knowledge of regulations, forms and reporting requirements related to residency, financial aid and other assigned areas; attend meetings and seminars related to current legislation and procedures. *E*
16. Select, train and provide work direction to student workers as assigned; prepare time sheets for student workers, part-time certificated and hourly classified staff.
17. Coordinate financial aid workshops with Student Support Services Office.
18. Schedule student appointments with Financial Aid Specialist.
19. Assist in providing services for San Diego State students and faculty.
20. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operations, procedures, rules and regulations of an Education Center.
Applicable sections of the State Education Code and other applicable laws.
Residency status and immigration laws applicable to community college admission.
Laws, rules, regulations, policies and procedures relating to admission and records.
State and Federal regulations and guidelines concerning financial aid eligibility, college admission and other student services.
Principles and procedures of financial and statistical record-keeping.
Modern office procedures, methods and equipment including computers and related software.
English usage, spelling, grammar and punctuation.

Ability to:

Perform specialized student services work in financial aid, instruction and residency.
Determine residency status of student applicants according to established laws and requirements.
Explain, apply and interpret rules, regulations and policies regarding residency status.
Interpret and explain laws, rules, regulations and policies related to financial aid, college admissions, student services and college programs.
Work effectively with a diverse student population with special needs.
Operate office equipment including computers and supporting software, word processing and spreadsheet applications.
Maintain records and prepare reports.
Perform specialized clerical support including data entry and typing with speed and accuracy.
Train and provide work direction to staff.
Work independently in the absence of supervision.
Meet schedules and deadlines.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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EDUCATION AND EXPERIENCE

Any combination equivalent to: completion of two years college-level work including, or supplemented by, business courses and two years of experience in an academic setting.

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; 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 lift, carry, push, and/or pull light to moderate amounts of weight; 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.

Hearing: Hear in the normal audio range with or without correction.

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