## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

## CLASS TITLE: EDUCATION CENTER TECHNICIAN

# SUMMARY DESCRIPTION

Under the direction of the Center Dean or assigned supervisory/management personnel, perform a variety of complex technical and varied clerical work related to student services, which may include the areas of admissions and records, financial aid, residency, disability support services, cashiering, counseling, EOPS, assessment, Career and Transfer Center, and instructional support functions and activities at the assigned Education Center; provide technical and clerical support to faculty and staff; provide diverse information and assistance to students, staff, faculty, managers, and the general public regarding various student services and instructional support functions, services, and activities.

## **DISTINGUISHING CHARACTERISTICS**

Positions in this class demonstrate broad knowledge and understanding of Center operations and students services and are expected to work independently to provide information and assistance and to troubleshoot and resolve problems or issues. The Education Center Technician is distinguished from the Education Center Assistant by the breadth and depth of knowledge in a wide range of student services areas. Employees at this level are required to be fully trained in all procedures related to their assigned areas of responsibility and understand the scope of their authority.

## **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. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules and reports; list, abstract and summarize data. E
- 2. Provide information and a full range of technical assistance to District personnel, students, staff, faculty, administrators, and members of the general public related to various student services areas; provide general information regarding college programs and instruction including continuing education; refer students to appropriate staff/department. E
- 3. Maintain current knowledge of District software used in the performance of assigned duties; enter and retrieve a variety of information; prepare various reports utilizing appropriate software applications; provide assistance to staff in the use of the programs. E
- 4. Perform various admissions and records functions in accordance with District policies and procedures; review and process applications and related forms; provide information and explain District policies, procedures, rules, and regulations; track, process, and collect positive attendance rosters; update user names and reset passwords; *E*
- 5. Provide general information and review documentation related to various special admissions programs; review required documentation to verify residency status; inform students of resident and non-resident tuition fees; assist military students in completing military waivers and military dependent verifications; provide information and assistance to veterans; refer students to appropriate department to resolve complex issues requiring interpretation of laws or special circumstances. *E*
- 6. Provide support to student activities office (ASO); process student, faculty, and staff identification cards; distribute ASO sticker and coupon book, process returned ASO cards for refunds; troubleshoot problems with ID card machine and report for repair when needed. *E*

- 7. Assist with outreach and marketing efforts; participate in various outreach opportunities/events as requested; create and disseminate a variety of basic marketing materials such as flyers and bulletins; prepare monthly newsletter. E
- 8. Perform routine technical functions related to the evaluations process; assist students in completing online graduation petitions; receive and review petitions for completeness and route petitions to appropriate department; request and submit external transcript evaluation forms, assist students with duplicate diploma requests. E
- 9. Provide support to counseling; schedule appointments; prepare students files with appropriate documentation needed for appointment; maintain appropriate forms and supplies needed for counseling; receive and review various petitions for completeness. *E*
- 10. Serve as the Education Center's SARS and SARS call administrator; add and maintain counselor masters schedules; maintain and update user information; provide training and assistance to Center users; input and maintain information in system; extract information and assemble materials as requested for events and activities; prepare various reports. *E*
- 11. Provide support to the Transfer and Career Center; maintain up-to-date materials, brochures, signature program information, and catalogs; schedule and promote Center's workshops and activities calendar in conjunction with Center counselors; contact and confirm workshop presenters, reserve classrooms and computer labs; prepare material for workshops. *E*
- 12. Provide information and assistance related to EOPS/CARE program; receive and review program applications and petitions for completeness; schedule EOPS appointments, orientations, and workshops; maintain materials and request resources/forms for the EOPS program area; submit daily contact report to EOPS department. *E*
- 13. Perform duties in support of the Assessment program; schedule appointments for tests; assist in scheduling accommodations for DSS students; proctor assessment testing; explain test results; explain eligibility for specific classes and/or proficiency; explain requirements and restrictions as necessary; receive and review prerequisite forms and petitions for completeness. *E*
- 14. Perform functions in support of fiscal services/cashiering functions; process various student payments and deposits; submit student refund requests; review balances and adjust accounts; distribute paychecks; balance daily accounts sessions; assist students with requesting online parking permits; flag military students for payment deferments; clear account holds as needed. *E*
- 15. Prepare timesheets for student workers, hourly, and part-time certificated staff; provide training and work direction to student workers and hourly-staff; review completeness of work projects. *E*
- 16. Provide information and assistance to students applying for financial aid; assist applicants and recipients in completing the various forms and applications for loans, scholarships, and fee waivers; receive, review, and ensure accuracy and completeness of forms; schedule appointments for Financial Aid/SAP workshops; advise and assist students with HigherOne accounts; assist in troubleshooting. E
- 17. Provide support to the Disability Support Services office; receive and review DSS applications and a variety of forms and documents; reserve classrooms for proctoring; receive, monitor, and request exams from faculty; maintain materials and request resources/forms for the DSS program area. E
- 18. Perform functions in support of the Bookstore; assist students ordering books on-line; distribute books; receive and report bookstore vending machine issues; request replenishment of supplies; post bookstore informational flyers; sell scantrons/supplies as needed. E
- 19. Provide support to the instructional programs and operations; assist instructors with materials, forms, and information; distribute keys and copy codes when needed; assist instructors with

attendance accounting procedures and various systems; assign and/or reserve classrooms when necessary; notify schools and/or department of faculty and staff absences when needed. E

- 20. Conduct inventory of student services supplies; place online requisitions; request repair and replacement of office machines and equipment. E
- 21. Perform a variety of duties related to Student Employment Services; provide assistance to students in using and searching the online Student Employment Services website; maintain a variety of materials. E
- 22. Receive and report complaints related to parking issues; provide parking citation review forms to students, faculty, and staff and forward to campus police; contact campus police with parking requests and/or issues; issue temporary parking permits as requested. E
- 23. Serve on appropriate college committees and attend a variety of meetings. E
- 24. Perform related duties and responsibilities as required.

## KNOWLEDGE AND ABILITIES

#### Knowledge of:

District organization, operations, policies, and objectives.

Operations, procedures, rules, and regulations of an Education Center.

Student services program and activities.

Pertinent State, federal, and program area policies, rules, and regulations including applicable sections of the State Education Code and state and federal regulations and guidelines concerning international students, financial aid, college admission, and other student services.

Principles and procedures of financial and statistical record-keeping.

Basic mathematics.

Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Interpersonal skills using tact, patience, and courtesy.

Methods and techniques of report preparation.

Oral and written communication skills.

English usage, spelling, grammar and punctuation.

#### Ability to:

Perform a variety of complex clerical and varied technical work in support of Education Center operations and programs.

- Understand, explain, and apply laws, rules, regulations, and policies related to various college programs and students services.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Type and/or enter data at a rate of speed necessary for successful job performance.

Learn and adapt to changing technology and equipment used in the performance of assigned duties. Maintain accurate and complete records and prepare reports.

Train and provide work direction to student workers and hourly staff.

Work independently with limited direction.

Plan and organize work to meet schedules and deadlines.

Analyze situations accurately and adopt an effective course of action

Work effectively with frequent interruptions.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

# **EDUCATION AND EXPERIENCE**

Any combination equivalent to: two years of college level course work in business or other related field and two years of increasingly responsible experience in a student services or academic setting involving frequent student contact and that demonstrates a basic knowledge and understanding of student services.

# LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings/events, conduct outreach or participate in fairs, or pick up/deliver documents or other materials. Some positions in this class may be required to possess skills in a second designated language. Training in basic CPR/AED and First Aid is desired.

# 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; possible 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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