STUDENT SERVICES TECHNICIAN

GRADE: 7

Job Summary

Performs one-stop student service activities such as: placement testing, admissions, registration, fiscal operations, financial aid, veteran affairs, providing career information, student activities and special needs of students. Prepares various student services reports.

Scope

This position works in the area of Student Services. Work contacts include administrators, faculty, students, external organizations and the general public. Equipment used includes standard office equipment.

Representative Duties

Assists students by providing information regarding student service functions by phone and in person; provides initial information and procedures to students regarding assessment evaluation, academic courses, community education courses, and financial aid procedures; greets individuals and directs them to the appropriate college services; assists in the maintenance of college files; processes student transcripts; verifies student applications for accuracy and completeness; processes a variety of student requests and registers students; processes various registration forms including student information, special admission, co-enrollment, and drop/add; calculates student GPAs; may receive payments for student fee/tuition; may monitor academic progress of financial aid recipients; processes requests for academic and financial aid transcripts; may conduct various student interviews and assist with high school recruitment; may administer placement tests at the college and at surrounding high schools; may assist with set-up and maintenance of make-up testing and records; may assist students with the financial aid process for initial application to the point of award; may use electronic scorers with combined computer analysis for test grading; may inform student and lender of unsatisfactory progress; provides general clerical assistance; process and issue student identification cards and parking decals; perform related duties as assigned.