

## YUBA COMMUNITY COLLEGE DISTRICT

### **CLASS TITLE: SENIOR STUDENT SERVICES TECHNICIAN**

**BASIC FUNCTION:** Under the direction of the Registrar, maintain the student academic records of the District; evaluate transcripts and transfer course work; determine eligibility for graduation; evaluate residency status; perform complex technical duties with computerized database systems; oversee the operations of the Records Office during evening hours.

#### **REPRESENTATIVE DUTIES:**

Oversee the operations of the Records Office during evening hours independently; provide technical information to faculty, staff and the public; inform police or appropriate staff of emergency situations during the evening hours. Reconcile and close credit card machines and cash drawers. (E)

Process special circumstance registration authorization for the district, including petitioned repeats, audits, and unit overrides; work with Registrar for appropriate coding of exceptions to insure state compliance for FTES reporting to avoid District liability. (E)

Apply judgment, knowledge and interpretations of academic policies and regulations related to admissions, evaluation of transcripts, test scores, and other documents related to registration procedures and policies for students, faculty and District-wide staff. (E)

Access other school catalogs, software and the internet to review course descriptions for equivalencies as related to graduation processing and prerequisite coding; evaluate and post English and Math prerequisites completed at other institutions. (E)

Process student registrations including counter assistance during registration cycles and collection of student enrollment and parking fees; advise students of wait list procedures and telephone and web registration. (E)

Provide technical assistance and information to students regarding admissions, registration, records, the petition process and transcripts. (E)

Schedule, set-up, monitor and proctor assessment testing process and enter test score results into student accounts.

Determine residency status; implementing state regulation changes for military, military dependents, foreign students, and non-residents graduated from a California High School; assure proper registration of non-resident and immigrant students. (E)

Process and maintain academic grades, instructor grade changes, and positive attendance hours on a District-wide basis; review for accuracy, adjustments and necessary follow-up with instructors and students. Maintain record of incomplete grade contracts and change as needed. (E)

Evaluate eligibility for District-wide candidates for graduation according to State and District requirements; utilizing appropriate catalogs and other sources; check for repeated courses; verify level, course content, unit value and grading system; awarding of degrees now includes specific degree titles and eligibility to apply three times per year; determine course equivalents from other institutions; determine exceptions as needed. (E)

Interpret catalog rights, policies and transfer course policies and communicate with counseling faculty the appropriate action. (E)

Confer with and provide information to administrators, counselors and faculty regarding the evaluation of student records, degree requirements and transfer course equivalencies. (E)

Interview students; evaluate documents and other evidence to determine student status as governed by existing laws and policies; monitor matriculation status, eligibility of high school students, low income fee waivers, and course prerequisites. (E)

Assess, monitor and process student academic records including calculation of GPA's, academic renewal, late withdrawals, course challenges and other information. (E)

Maintain student information in computer database for District-wide enrollment; update and retrieve data as necessary; consolidate pre-computer records for cumulative transcript accuracy. (E)

Respond to inquiries related to class enrollment, wait lists, courses, and schedule changes from faculty, administrators, staff, students and general public; respond to requests for student information from off-campus agencies, employers, high schools, District personnel and students; maintain confidentiality of sensitive information. (E)

Compose correspondence related to student academic data to students, outside agencies and staff; prepare files and maintain college transcript files. (E)

Provide information and referrals to students regarding campus services. (E)

Operate computers, typewriter, printers, calculators, copiers and other office equipment as assigned. (E)

Maintain historical Yuba Community College District course catalogs and reference materials related to evaluations. (E)

Train and provide work direction to part-time registration staff and work-study students.(E)

Perform related duties as assigned.

**KNOWLEDGE OF:**

Residency requirements, laws and state regulation changes.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

District organization, operations, policies and objectives.

Positive attendance and FTES regulations.

Telephone and web registration procedures.

Title V and other applicable sections of the Education Code and other laws relating to academic regulations and student status.

Electronic data processing including input, update and retrieval in assigned database systems.

Academic practices and regulations at the collegiate level according to system-wide and District policies.

Graduation requirements and methods of computing student eligibility for graduation and certificates.

Determination of catalog rights.

**ABILITY TO:**

Perform technical duties in the maintenance of student academic records.

Evaluate transcripts and transfer course work.

Determine eligibility for graduation for Fall, Spring, or Summer semesters.

Evaluate residency status.

Perform complex technical duties with computerized database systems.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Type at 45 words net per minute from clear copy.

Operate assigned office equipment.

Work confidentially with discretion.

Work independently with little direction.

Analyze situations accurately and adopt an effective course of action.

Make arithmetic calculations quickly and accurately.

Interpret and apply the rules, regulations and policies governing registration and admissions.

Analyze situations and make decisions in procedural matters without immediate supervision.

Meet schedules and time lines.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: an Associate degree and three years of increasingly responsible clerical experience involving complex record maintenance including at least one year in an admissions and records function.

**ENVIRONMENT:**

Office environment.

Constant interruptions.

Evening or variable hours.

**PHYSICAL ABILITIES:**

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Bending at the waist, kneeling or crouching.

**HAZARDS:**

Contact with dissatisfied or abusive individuals.