



JOB FAMILY CONCEPT

This family consists of three levels of Student Services Technician work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Student Services Professional job family by the primary responsibility for performing technical and support tasks for a discrete area of student services. This job family is distinguished from the Administrative Generalist Job Family by having the primary focus on technical tasks specifically related to student services. The Student Services Technician job family addresses responsibility for the following functions:

- Data Entry
- Record maintenance and review
- Document production, review, imaging, evaluation and verification
- Customer service and support

Incumbents may perform one or more of these functions in support of a wide range of equivalent student services technician activities.

This family provides technical assistance for many activities related to student services. This job family covers several areas of student services expertise, including:

- Financial Aid
- Career Services
- Admissions
- Records
- Enrollment Management
- Academic Advising
- Residence Life/Housing
- Disability services
- Student life
- Cultural Transition/Support
- Academic support services
- Student success
- Retention services

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Adhere to FERPA regulations and confidentiality procedures
- Interpret academic regulations and perform degree audits



- Produce, process, review, evaluate and maintain documents (e.g. applications, petitions, transcripts, test scores, and military academic records)
- Review requests and take appropriate action as it relates to request
- Advise on immigration regulations and prepare and certify documents
- Prepare catalogs and other applicable publications
- Determine and verify completeness/accuracy of documents
- Enter and review data
- Gather, compile and analyze information (e.g. classroom schedules, transcript production, and file reviews)
- Generate and distribute reports
- Complete various verifications (e.g. residency, enrollment, and graduation)
- Complete certifications
- Assist with and respond to inquiries regarding general information, requirements and regulations
- Coordinate with academic departments regarding student course information
- Identify, research and resolve routine problems
- Prepare correspondence
- Certify requirements have been met
- Determine eligibility (e.g. tuition rates, residency, graduation, and visas)
- Maintain databases
- Prepare materials for events
- Assist in event coordination and with special projects
- Assist with the registration processes
- Maintain inventory of supplies related to area
- Assist with special projects and events
- Prepare and distribute information materials
- Provide support as necessary to other areas

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1
PCLS: 06001

Grade 75
Non-Exempt

Descriptors

Work is performed under general supervision. Act as an information specialist to include entering data, and processing and producing documents. Create and maintain files. Prepare routine reports and correspondence regarding needed items, action taken, status updates, eligibility, and general information. Apply and explain rules, regulations, processes, policies and procedures.



May perform clerical duties, or serve as clerical support when necessary. May reconcile information as necessary and as it pertains to specific area.

Knowledge, Skills, and Abilities

Knowledge of relational databases. Knowledge of accurate data entry procedures. Basic computer skills. Customer service skills. Analytical and problem solving skills. Ability to interpret basic rules, regulations, policies and procedures. Ability to accurately file information for retrieval. Ability to draft correspondence. Ability to communicate effectively. Ability to work as an effective team member.

Education and Experience

High school graduation and six months relevant experience, or an equivalent combination of training and experience.

Level 2
PCLS: 06002

Grade 76
Non-Exempt

Descriptors

Work is performed under intermittent supervision. Apply problem solving, research, and analytical skills to more complex* rules, regulations, processes, policies and procedures. Process and produce documents. Interpret and verify information. Evaluate and review documents, and make recommendations as necessary. Participate in special event planning and preparation. Prepare complex* correspondence. May prepare and produce certifications.

Knowledge, Skills, and Abilities

Same as level one, plus: Ability to prepare correspondence using accepted business correspondence standards. Ability to organize a high volume of work. Ability to make accurate mathematical calculations. Ability to make equivalency decisions in accordance with established policy and past practice. Ability to interpret and apply more complex* rules, regulations, policies and procedures. Ability to conduct research.

Education and Experience

One year college coursework in related field and one year relevant experience, or an equivalent combination of training and experience.

Level 3
PCLS: 06003

Grade 77
Non-Exempt

Descriptors

Work is performed under administrative supervision. Has substantial lead** or supervisory** responsibility for lower level technicians and/or administrative staff and/or serves as a specialist or expert resource for discrete knowledge area or function. Review and approve/deny routine exceptions. Facilitate implementation of new systems, processes, and procedures. Ensure accurate data entry. Summarize and compile information for reports.



Knowledge, Skills, and Abilities

Same as level two, plus: Ability to lead** or supervise**. Ability to lead** a team project. Ability to recommend new processes and procedures.

Education and Experience

Associate's degree and two years relevant experience, or an equivalent combination of training and experience. Bachelor's degree preferred.

- * **Complexity:** Refers to the interpretation of and diversity of rules and regulations (e.g. Buckley Amendment (FERPA), Federal, State and University regulations, Title IV of the Federal Code of Regulations, INS (SEVIS) Veterans Administration Rules and regulations, state statues and laws, professional organization standards and CAS standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions require specialized training and knowledge to perform as a specialist or expert resource. Complexity also increases as positions supervise more diverse functional areas.
- * **Scope:** Refers to the impact of decisions on students, or the unit/department.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.

[July 2009 revisions included formatting document for consistency.]