STUDENT SERVICES TECHNICIAN

Perform a variety of specialized and complex duties in support of the Student Services Department including the coordination of various mandated testing activities and the coordination all aspects of automated and manual student records. This position has the specific responsibility for ensuring that schools follow established security procedures and policies regarding District and State required student assessments; implementing and monitoring of test security practices; providing records management and archive support; resolving problems and/or determining appropriate action(s) for resolution; and conducting data searches and maintaining security of student records.

Essential Functions

Student Records

- Verify and/or research information contained in student records for completeness, accuracy and that total credits earned are included on transcripts.
- Serve as custodian of student records including Pre-K - Adult; maintain student cumulative folders of all active and inactive students.
- Confirm status of students’ debts and collect monies owed/due to the school or District prior to releasing transcripts or any information contained in student records.
- Maintain student transcripts; respond to graduation credit questions and data input and correction for grades and credits when applicable.
- Ensure alignment of all student data to California Department of Education and District standards and requirements.
- Answer inquiries from students, parents, teachers, other schools, employers, outside agencies, and the public on district requirements, grading systems, and eligibility of credits.
- Responds to appropriate legal offices such as the District Attorney, Public Defender, private attorneys, private investigators, probation department, corrections department, and county and state education departments.

Student Testing

- Perform technical support duties in the coordination of various testing activities including ordering or preparing appropriate testing materials, scheduling tests, labeling and securing testing materials, notifying site coordinators of students to be tested, distributing materials to sites, overseeing testing activities at various sites and ensuring compliance with established timelines.
- Ensure testing regulations, protocols and security are in compliance with mandated regulations.
- Prepare and distribute information on District testing procedures, state student testing requirements, and quality control procedures.
- Oversee test distribution, inventory, ordering and test control procedures.
- Prepare and distribute information on District student testing procedures, state student testing requirements, and quality control procedures.
- Prepare test data for processing by outside testing contractors.
- Develop, document and implement procedures for processing test booklets, tests and capturing student demographic information.
Other Functions

- Prepare correspondence, forms, requisitions, and other materials such as testing forms, permanent record cards, cum files, requests for transcripts, Cal Grant GPA verifications, Social Security forms, immunization documents, enrollment history, military forms, IRS, and immigration letters.
- Assist in the preparation, presentation and training of student records and student testing administration.
- Attend meetings and conferences as directed.
- Operate a variety of office equipment including assigned software and databases.
- Perform other related duties as assigned.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing office application software; customer service; operating data archiving software and equipment; maintaining detailed records.

KNOWLEDGE is required to perform basic math including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: pertinent codes, policies, regulations and/or laws; office equipment/software; office practices; and record keeping techniques.

ABILITY is required to schedule activities and/or meetings; often gather, collate, and/or classify data; and use basic job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: meeting deadlines and schedules; being attentive to detail; maintaining security and confidentiality; dealing with frequent interruptions; setting priorities; using sound independent judgement within policy and procedural guidelines; entering and accessing information within standard computer formats with sufficient speed and accuracy to perform the work; maintain accurate records and files; prepare effective reports and correspondence; establish and maintain cooperative working relationships.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job’s functions. There is a continual opportunity to impact the organization’s services.

Working Environment

The usual and customary methods of performing the job’s functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking and 10% standing. This job is performed in a generally hazard free environment and in a clean atmosphere.

Education and Experience

Any combination equivalent to sufficient experience, training and/or education to demonstrate the skills, knowledge, and abilities listed above. Typically, this would be gained through graduation from high school and three years increasing responsible secretarial experience maintaining detailed records and communicating with the public.

Licenses and other Requirements

None Specified

Job Family

Student Services

Salary Range: 37 (Approved 4/21/16)

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