

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASS TITLE: PROGRAM SUPPORT TECHNICIAN I

BASIC FUNCTION:

Under the direction of the Director of Student Services or designee, the Program Support Technician I performs front-line technical, clerical, and program support duties in support of student enrollment and program operations. The position serves as a primary point of contact for students and families and provides administrative and enrollment support in accordance with established procedures.

This classification emphasizes accurate data entry, customer service, and the collection and maintenance of enrollment documentation. The Program Support Technician I assists students through the intake process, ensures records are complete and timely, and refers complex or non-routine issues to the Program Support Technician II for review and resolution. Work is performed with ongoing coordination and guidance from the Program Support Technician II and/or designee.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as the front-line customer service representative for Student Services, providing in-person, phone, and electronic assistance.

Support student enrollment efforts by distributing applications, collecting required documentation, and verifying completeness.

Input and maintain student enrollment, attendance, and progress data in designated systems.

Assist with enrollment events, orientations, workshops, and information sessions.

Maintain student records and confidential files in accordance with established procedures.

Track enrollment documentation timelines and notify the Program Support Technician II of missing or incomplete information.

Generate routine reports and summaries related to enrollment and participation.

Provide clerical and administrative support to Program Support Technician II, including scheduling, correspondence, and document preparation.

Provide administrative assistance to the Director of Student Services, including calendar support, meeting coordination, preparation of agendas and materials, correspondence, and document management.

Assist with maintaining calendars, deadlines, and program communications for the department.

Support special projects, data gathering, and document preparation as assigned by the Director of Student Services.

Refer complex enrollment issues, eligibility questions, and program interpretation matters to the Program Support Technician II.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Knowledge of the principles, practices and terminology of enrollment of students.

Enrollment processes and compliance requirements

Documentation standards supporting fiscal invoicing

Advanced office procedures and reporting practices

Applicable laws, codes, regulations, policies, and procedures.

Oral and written communication skills.
Interpersonal skills using tact, patience, and courtesy.
Modern office practices, procedures, and equipment.
Arithmetic computations.

ABILITY TO:

Exercise independent judgment and problem-solving
Coordinate complex enrollment workflows and deadlines
Ensure data and documentation accuracy
Provide guidance and support to Technician I staff
Establishes and maintains effective, professional working relationships and works effectively with staff, students, and community members from diverse backgrounds.
Provide excellent customer service internally and externally.
Communicate effectively both orally and in writing.
Operate standard office equipment including a computer and assigned software.
Plan and organize work.
Maintain confidentiality of privileged information.
Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

High school diploma or equivalent, and a minimum of two (2) years of clerical or administrative experience in program support services, student registration, or enrollment services, preferably within a school district, ROP, or county office environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Seeing to read a variety of materials.
Sitting for extended periods of time.