

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASS TITLE: PROGRAM SUPPORT TECHNICIAN II

BASIC FUNCTION:

Under the direction of the Director of Student Services or designee, the Program Support Technician II performs advanced technical, administrative, and program coordination duties requiring the exercise of independent judgment. The position coordinates enrollment processes, oversees documentation required for invoicing, compiles enrollment and progress data at designated reporting periods, and ensures information is accurate, complete, and submitted to the Business Department to support timely and compliant invoicing.

This classification builds upon the Program Support Technician I role by performing quality control functions, verifying documentation, monitoring operational timelines, and providing training and day-to-day guidance to Technician I staff, as assigned by the Director of Student Services or designee.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Oversee and coordinate program enrollment processes, ensuring accurate intake, eligibility determination, and compliance.

Oversee and verify enrollment, attendance, and progress documentation required to support invoicing.

Compile and prepare enrollment and participation data packages for invoicing at required intervals.

Submit completed invoice documentation to the Business Department and respond to routine follow-up questions.

Monitor enrollment timelines and ensure documentation is collected in advance of invoicing deadlines.

Review and approve enrollment records and reports prepared by Program Support Technician I.

Provide functional guidance, training, and workflow direction to Program Support Technician I staff.

Serve as the primary escalation point for enrollment and documentation issues.

Maintain tracking systems to monitor enrollment status, participation, and documentation readiness.

Generate operational reports related to enrollment and invoicing support.

Coordinate with the Program Data & Systems Specialist to ensure enrollment data aligns with system and reporting requirements.

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:

Associate's degree or completion of sixty (60) college units, and a minimum of three (3) years of related work experience; or, in lieu of the degree or units, a minimum of five (5) years of related work experience, including at least two (2) years in program support services, student registration, or enrollment services 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.