

SENIOR STUDENT SERVICES TECHNICIAN

DEFINITION

Coordinates comprehensive federal and state funded student services programs and activities.

SUPERVISION

Supervision is provided by an academic or classified manager.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Oversees the work, ensures accuracy, and participates in tasks relating to student programs.*

Leads and coordinates activities of program staff.*

Provides technical assistance in the development of student assessment programs and appropriate student placement.*

Compiles statistics, analyzes data, provides historical background and prepares reports to state and federal authorities and District administration.*

Recruits and interviews students for program participation, determines capabilities, aptitudes and interests.*

Develops relationships with private sector employers and agencies to provide assistance with student programs.*

Monitors program budget and audits inventory of supplies and materials. *

Develops and implements methods for encouraging usage of available program resources.*

Presents workshops and conducts orientations for staff, students and community groups.*

Assists with developing procedures for efficient management of documentation related to student programs.*

Provide input and suggestions related to program effectiveness.*

Trains lower-level staff on routine day-to-day operations and procedures.*

Selects, trains, evaluates and maintains schedules of student workers.*

Performs lower-level or related duties as required.

QUALIFICATIONS

Knowledge of:

Federal and State regulations requirements and procedural guidelines pertaining to student programs and/or employment and training methods.

QUALIFICATIONS (continued)

Financial recordkeeping and office management procedures.

Word processing, spreadsheet and database computer software.

Ability to:

Effectively provide technical assistance and staff development for Student Service Technicians and other support staff.

Understand, interpret and apply laws, regulations and program procedures.

Gather and compile statistical and financial data.

Communicate clearly, both orally and in writing.

Establish and maintain effective relationships with students, faculty, staff, outside agencies and the public.

Present clear and concise oral and written reports.

Analyze a variety of data and make appropriate recommendations.

Provide solutions to resolve department issues.

Lead, train and provide work direction to lower-level staff.

EMPLOYMENT STANDARDS

Minimum Requirements:

Bachelor's degree from an accredited college or university with coursework in Business Administration, Counseling, Human Relations, Human Development, Social Science or related field.

AND

Three years experience in state or federal student assistance and/or employment and training programs.