

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Student Services Technician

BASIC FUNCTION: Under the direction of the area Dean/Director/Supervisor/AVC/VC, processes student records related to enrollment, financial aid, student activities, counseling, and transcripts; and assists with registration.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Provides information and technical assistance to students, staff and the community on state and local policies and regulations as they relate to application, admission, registration, student refunds, cashiering, online web advisor, financial aid, and transcripts in person, via email and over the telephone.
2. Serves as liaison to Student Financial Services.
3. Facilitates the registration preparation/process including inventory, on line computer report requests, class schedule revisions, ASRCC/photo ID card and parking permits; makes arrangements with Auxiliary Business Services for daily cashiering operations.
4. Audits applications, attendance records, census forms, student grades, and other documents to ensure adherence to policies and procedures; works with academic departments, faculty and Information Services to research and resolve discrepancies and problems in records.
5. Researches and processes student and instructor initiated requests to include grade change forms, course repetitions, incomplete grade contracts, student activity fee waivers, overlapping class approvals, graduation applications, audit cards, credit/no credit cards and extenuating circumstances petitions..
6. Enters data in multiple data screens of the computer system to process paperwork submitted by student, staff, and others regarding veterans, registration, transcripts, and all other admissions; processes applications and registration for special programs and special needs groups.
7. Monitors and ensures timely collection of attendance and registration data and grades from instructional staff; advises and orients instructional, financial services and counseling staff regarding Admissions and Records policies and procedures.
8. Maintains student files.
9. Researches and processes student and instructor initiated requests including, but not limited to, grade changes, graduation applications, audit and credit/no-credit requests and graduation applications and credit-by-exam forms.
10. Processes transcript and enrollment verification requests; may also process student records subpoenas received by the College.
11. Determines whether student meets residency requirements in accordance with District and state policy and processes application accordingly.
12. Assists in training part-time staff and student workers and preparation of work schedules to maintain adequate office coverage.
13. Assists in initiating College billings for student fees to internal and external agencies including, but not limited to, the RCC Foundation, U.S. Military, Academy of Justice, and Employment Development Department.

14. Works with Information Services in report requests for reconciling student accounts and facilitating the automatic administrative student withdrawal process for non-payment of enrollment fees.
15. Possesses knowledge of VA Policies and procedures for VA programs and assists in providing appropriate information to VA students as well as assists in processing priority registration for veterans and their dependents that are part of the VA advance pay program and the VA Vocational Rehabilitation Program.
16. Sets up billing and GI Bill payments for students with veteran's administration, vocational rehabilitation other agencies.
17. Assists in processing student refunds, to include individual student account review for accuracy against computer refund report and refund fee adjustment based on state and College policies and procedures; prints and sends letters to students for outstanding balances; assists in creating and updating reports that are sent to the tax board for tax deduction and/or a collection agency.
18. Scans admissions and records documents as requested.
19. Participates in District-provided in-service training programs.
20. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
21. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: Two years of closely related experience are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: principles and procedures relating to information processing, record keeping and cashiering; procedures and techniques of data entry and retrieval; personal computers; common software applications; modern office methods, procedures, and equipment. Must possess excellent customer service skills.

ABILITY TO: Maintain effective working relationships with other staff, faculty and public.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, supervisors, students, other agencies, and other districts.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.