

## **JOB FAMILY CONCEPT**

This family consists of three levels of Student Services Technician work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Student Services Professional job family by the primary responsibility for performing technical and support tasks for a discrete area of student services. This job family is distinguished from the Administrative Generalist Job Family by having the primary focus on technical tasks specifically related to student services. The Student Services Technician job family addresses responsibility for the following functions:

- Data Entry
- Record maintenance and review
- Document production, review, imaging, evaluation and verification
- Customer service and support

Incumbents may perform one or more of these functions in support of a wide range of equivalent student services technician activities. This family provides technical assistance for many activities related to student services. This job family covers several areas of student services expertise, including:

- Financial Aid
- Career Services
- Admissions
- Records
- Enrollment Management
- Academic Advising
- Residence Life/Housing
- Disability services
- Student life
- Cultural Transition/Support
- Academic support services
- Student success
- Retention services

## **TYPICAL FUNCTIONS**

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Adhere to FERPA regulations and confidentiality procedures
- Interpret academic regulations and perform degree audits
- Produce, process, review, evaluate and maintain documents (e.g. applications, petitions, transcripts, test scores, and military academic records)

- Review requests and take appropriate action as it relates to request
- Advise on immigration regulations and prepare and certify documents
- Prepare catalogs and other applicable publications
- Determine and verify completeness/accuracy of documents
- Enter and review data
- Gather, compile and analyze information (e.g. classroom schedules, transcript production, and file reviews)
- Generate and distribute reports
- Complete various verifications (e.g. residency, enrollment, and graduation)
- Complete certifications
- Assist with and respond to inquiries regarding general information, requirements and regulations
- Coordinate with academic departments regarding student course information
- Identify, research and resolve routine problems
- Prepare correspondence
- Certify requirements have been met
- Determine eligibility (e.g. tuition rates, residency, graduation, and visas)
- Maintain databases
- Prepare materials for events
- Assist in event coordination and with special projects
- Assist with the registration processes
- Maintain inventory of supplies related to area
- Assist with special projects and events
- Prepare and distribute information materials
- Provide support as necessary to other areas

## **LEVELS AND COMPETENCIES**

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

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**Level 1**  
**PCLS: 06001**

**Grade 75**  
**Non-Exempt**

*\*Classification Discontinued in FY22 following the implementation of a modified Student Services Technician job family.*

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**Level 2**  
**PCLS: 06002**

**Grade 76**  
**Non-Exempt**

**Descriptors**

Work is performed under intermittent supervision. Act as an information specialist to include entering data, and processing and producing documents. Create and maintain files. Prepare routine reports and correspondence regarding needed items, action taken, status updates, eligibility, and general information. Apply and explain rules, regulations, processes, policies and procedures. Interpret and verify information. Evaluate and review documents, and make recommendations as necessary. Participate in special event planning and preparation. Prepare complex\* correspondence. May prepare and produce certifications. May perform clerical duties, or serve as clerical support when necessary. May reconcile information as necessary and as it pertains to specific area

**Knowledge, Skills, and Abilities**

Knowledge of relational databases. Knowledge of accurate data entry procedures. Intermediate computer skills. Customer service skills. Analytical and problem solving skills. Ability to interpret basic rules, regulations, policies and procedures. Ability to accurately file information for retrieval. Ability to draft correspondence. Ability to communicate effectively. Ability to work as an effective team member. Ability to prepare correspondence using accepted business correspondence standards. Ability to organize a high volume of work. Ability to make accurate mathematical calculations. Ability to make equivalency decisions in accordance with established policy and past practice. Ability to interpret and apply more complex\* rules, regulations, policies and procedures. Ability to conduct research.

**Education and Experience:**

One year college coursework in a related field and one year relevant experience, or an equivalent combination of training and experience.

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**Level 3**  
**PCLS: 06003**

**Grade 77**  
**Non-Exempt**

**Descriptors**

Work is performed under administrative supervision. Serves as a specialist or expert resource for discrete knowledge area or function. Gather, compile and analyze information (e.g. classroom schedules, transcript production, and file reviews). Apply problem solving, research, and analytical skills to more complex\* rules, regulations, processes, policies and procedures. Process and produce documents. Ensure accurate data entry. Summarize and compile information for reports.

### **Knowledge, Skills, and Abilities**

Same as level two, plus: Ability to lead\* a team project. Advanced computer skills and familiarity with data management systems. Ability to recommend new processes and procedures.

### **Education and Experience**

Associate's degree and two years relevant experience, or an equivalent combination of training and experience. Bachelor's degree preferred.

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**Level 4**  
**PCLS: 06004**

**Grade 78**  
**Non-Exempt**

### **Descriptors**

Same as level three. Work is performed under administrative supervision. Has substantial lead\* or supervisory\*\* responsibility for lower level technicians and/or administrative staff and/or serves as a specialist or expert resource for discrete knowledge area or function. Coordinate and plan for moderate recurrent projects and/or programs that are complex. Review and Review information to determine placement, eligibility, and approve/deny routine exceptions. Facilitate implementation of new systems, processes, and procedures. Serves as a specialist or expert resource for discrete knowledge areas, function, or technical program. May make recommendations to department policy, procedures, and strategic planning. This level is distinguished from lower levels by increased oversight over a discrete functional area of student services.

### **Knowledge, Skills, and Abilities**

Same as level three , plus: Ability to supervise. Ability to interpret information to determine placement. Knowledge of decision-making strategies and problem-solving skills.

### **Education and Experience**

Bachelor's degree in related field and two years relevant experience, or an equivalent combination of training and experience

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\* **Complexity:** Refers to the interpretation of and diversity of rules and regulations (e.g. Buckley Amendment (FERPA), Federal, State and University regulations, Title IV of the Federal Code of Regulations, INS (SEVIS) Veterans Administration Rules and regulations, state statutes and laws, professional organization standards and CAS standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions require specialized training and knowledge to perform as a specialist or expert resource. Complexity also increases as positions supervise more diverse functional areas.

- \* **Scope:** Refers to the impact of decisions on students, or the unit/department.
- \* **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in the assigned area of responsibility.
- \*\* **Supervise:** Hire, train, evaluate performance and initiate corrective action.