

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: STUDENT SERVICES TECHNICIAN - External Campus**

#### **BASIC FUNCTION:**

Under direction of the Dean of External Campus, translate and interpret documents, forms, recruitment flyers, registration form and classroom material for External Campus classes; plan and design the Community Services class schedule as part of the regular class schedule; coordinate the Community Services and Driving Improvement Training Programs.

#### **REPRESENTATIVE DUTIES:**

Translate, edit and type educational materials such as handouts, course brochures and student informational materials for External Classes as requested.

Prepare rough draft of text requiring translation and produce final, typewritten copy for appropriate distribution using a microcomputer.

Plan and design the Community Services class schedule; confer with instructors and the Dean regarding course descriptions and other relevant details regarding courses including times, dates and locations.

Register students on-site or travel to various communities to register students for External Campus and Driver Improvement Training classes as necessary; collect enrollment fees and maintain related records; prepare deposit and deliver to the Business Office; process refunds as appropriate; input and maintain registration information.

Establish and maintain files related to External Campus classes; prepare instructor packets including registration forms, attendance sheets, class rosters, timesheets and other materials.

Prepare and process instructor contracts, extra duty agreements, facility agreements and other documentation related to assigned programs and functions.

Receive, review and process instructor timesheets; verify accuracy and completeness of information provided; obtain required signatures and forward to appropriate staff according to established policies and procedures.

Prepare and mail or distribute forms and reports related to assigned programs and functions.

Assist students at the counter and at community locations in completing required forms; explain registration procedures and regulations; contact students as needed to follow up on incomplete registration forms.

Organize and set up registration areas; assure adequate supply of packets and forms.

## **STUDENT SERVICES TECHNICIAN - External Campus (continued)**

Prepare and maintain physical files and computer records; enter, update and revise information as needed; generate required lists and records.

Operate a variety of office equipment including a microcomputer, calculator, computer terminal, copier and typewriter.

Perform a variety of clerical duties related to External Campus operations including typing, filing, duplications and answering telephones; design flyers in Spanish/English and input information on computer, edit, cut and paste necessary materials, produce final copy, send to reprographics and assure appropriate distribution.

Train and provide work direction to student workers as assigned.

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

English and Spanish languages sufficient to read, write, translate, interpret and speak fluently.

Idiomatic and cognate applications in both English and Spanish for accurate interpretation.

Registration procedures related to assigned programs and functions.

Oral and written communication skills in English and Spanish.

Operation of a computer terminal and data entry techniques.

Modern office practices, procedures and equipment.

Financial and statistical record-keeping techniques.

Principles of training and providing work direction.

Telephone techniques and etiquette.

#### **ABILITIES TO:**

Translate and interpret documents, forms, recruitment flyers, registration form and classroom materials for External Campus classes.

Prepare correspondence and other written materials in Spanish.

Collect and process fees and prepare deposits.

Register students in the office and in the community for External Campus classes.

Assist students in proper completion of registration forms.

Drive to various community locations to register and assist students and collect fees.

Operate a computer to enter and revise data, maintain records and generate reports.

Type accurately at an acceptable rate of speed.

Establish and maintain cooperative and effective working relationships with others.

Apply and explain registration procedures, regulations and requirements.

Meet schedules and timelines.

Work independently with minimal supervision.

## **STUDENT SERVICES TECHNICIAN - External Campus (continued)**

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school supplemented by specialized bilingual and biliterate training and three years of responsible clerical experience involving public contact, preferably including one year of experience in a community college student services setting.

**LICENSE AND OTHER REQUIREMENTS:** Valid California driver's license.

**WORKING CONDITIONS:** Duties are primarily performed in a external campus environment, away from the main campus, while seated at a desk, computer terminal or counter. Incumbents are subject to extensive contact with students and staff, constant interruptions, noise from talking or office equipment and demanding timelines. Must frequently travel to community locations to register students for external campus classes.

**PHYSICAL DEMANDS:** Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.