

## **STUDENT SERVICES REPRESENTATIVE**

### **DEFINITION**

Under general supervision, performs clerical and customer service duties related to student admission designed to improve retention, completion, graduation and/or transfer rates. Performs generalist duties related to the functions of Student Services, with a focus on Enrollment Services and Financial Aid.

### **DISTINGUISHING CHARACTERISTICS**

This is the frontline customer service classification in the Student Services Division with a strong focus on communication and customer service within the Yosemite Community College District (YCCD). Incumbents in this class are responsible for first point of contact with students, staff and community members through face-to-face, telephone and online chat communication and general clerical duties in support of enrollment, records, and financial aid functions.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents in this class receive general supervision, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow. Positions in this job class may be assigned to work in various departments within the Student Services division.

Incumbents do not directly or indirectly lead or supervise other full time employees.

### **EXAMPLES OF DUTIES** (*Illustrative Only*)

- Responds to inquiries and complaints from students, staff and the general public through face-to-face, telephone and online chat communication.
- Connects prospective and current students with support resources designed to sustain their success.
- Provides detailed information and guidance regarding online platforms such as, BankMobile, Student Portal, and Electronic Data Submission (EDS).
- Assists with follow-up of students who have been referred to additional services.
- Assists with providing information to students and community members at student success events, workshops, and-or in the student success lab.
- Receives and routes permanent student records and files related to registration or financial aid.
- Guides students through matriculation services.
- Assists with scheduling and proctoring testing for current and prospective students and provides check-in services.
- Performs data entry updates of basic student information such as name changes on student files.
- Administers, scores, and reports various tests for individuals and/or agencies.

- Responsible for strict adherence to security standards for all materials and conduct during test administration or proctoring.
- Performs clerical tasks related to the intake of student admissions, registration and record information, and financial aid documents.
- Provides preliminary processing and review of student admissions, and financial aid applications and related forms.
- Receives and processes transcript requests according to established policy.
- Receives documents such as tax returns, W2 forms, and other parent/student forms; reviews documents for completeness and consistency.
- Provides information to prospective and current students regarding Student Services.
- Makes routine eligibility decisions for the Board of Governor's Fee Waiver (BOG) program.
- Assists with inquiries regarding catalog, website and class schedule interpretation.
- Performs data entry updates of basic student information such as name changes on transcripts and student files.
- Scans, indexes and files forms, records, transcripts and other information into an automated records management system.
- Assists other staff with assigned functions as needed.
- Performs other related duties as assigned.

### **TYPICAL WORKING CONDITIONS**

- Work is generally performed in a standard office environment.
- May include some evening or weekend hours.

### **MINIMUM QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.*

#### **Knowledge of:**

- Excellent customer service skills
- Modern office practices, methods, and procedures.
- Appropriate English usage, spelling, grammar, punctuation, and arithmetic concepts.
- Basic administrative techniques and strategies.
- Standard office machines and equipment, including computers.

#### **Ability to:**

- Communicate effectively with students from diverse backgrounds
- Provide resources and answers to complex procedural questions
- Perform clerical work with accuracy and attention to detail
- Accurately apply legal mandates, District policies, rules, and regulations
- Utilize standard business computer word processing, spreadsheet and database software
- Understand and carry out oral and written directions.

- Establish and maintain cooperative working relationships with those encountered during the course of the work.

**Desirable Qualifications:**

- Bilingual ability preferred.

**Licenses and Certificates:**

- Depending upon assignment, possession of a valid typing certificate for 45 words per minute may be required.
- Depending upon assignment, possession of a valid license to drive in California may be required.

**Physical and Mental Standards:**

- **Mobility:** ability to sit and stand for long periods, move about an office, and occasionally reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

**Education and Experience:**

*Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:*

- Education: Possession of a High School diploma or GED.
- Experience: Two years performing general office administrative support work.

*Class Adopted: 3/17/16*

*Class Amended: 7/1/2021*