

Position: Student Services Specialist I	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 111

Summary

Performs routine clerical duties to support admitting, registering, and processing financial aid transactions for students. Enters data onto student records. Provides related clerical services such as routine correspondence in response to inquiries, tallies of course attendance, and verification of fees.

Essential Duties and Responsibilities

- Processes application forms by entering application data onto a computerized student information system. May verify residency determinations, fees, and accounts for money collected.
- Processes late registration and enrollment changes; assuring accurate posting of student drops, enrollment changes, and fees collected or owed.
- Forwards requests from other educational institutions and agencies involving the verification of student status and records, to the Enrollment Services department.
- Updates information to student records which includes demographic and vital information and grades and grade changes.
- Prepares and revises class lists for distribution to the appropriate sources.
- Processes financial aid applications, reviewing documents for accuracy depending on level of understanding. Disburses financial aid awards to students. Receives questions from students regarding financial aid, referring difficult or involved explanations to others.
- Performs first-level answering of telephones, providing information and assistance or referring to others as required and based on level of knowledge.
- Performs clerical and typing work related to the office to which assigned. Maintains confidentiality of information processed or received during the course of performing assigned duties.
- Establishes and maintains files as directed. Assembles, collates and prepares materials for distribution. Performs work such as posting records, making arithmetical computations and securing information from clearly indicative sources.
- Assist in the maintenance of a set of complete financial records for a small fund or program with activities that include deposits, processing of expenditures, documentation of inventory, preparation of accounts receivable and donation requests, and preparation of periodic financial reports.

- Assist in the coordination of programs, workshops, meetings between program staff, District administrators or the general public.
- Type letters, memoranda, reports, work orders, requisitions of other materials from straight copy, rough drafts or verbal instruction. May prepare handbooks and other program materials.
- Compiles statistical data, reports routine administrative or financial transactions or other data and maintains various departments' information onto established data entry formats. Searches out information in departmental records or files.
- Provide general assistance, information and direction to students regarding appropriate resources related to:
 - The requirements for all CR degree, continuing education, certificate and completion programs;
 - The development of academic timelines; and
 - Transfer programs to four year institutions.
- May schedule, coordinate, and administer tests.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires basic record keeping, general office, and clerical skills. Requires an introductory knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires sufficient organizational skills to enter data and update student files within established time standards. Requires sufficient human relations skills to convey common information to new students. Requires sufficient math skills to compute totals from existing fee tables.

▪ **Abilities**

Requires the ability to enter alpha and numeric data onto an established data entry screen at an acceptable rate of speed and accuracy. Requires the ability to maintain the confidentiality of student records and information. Must be able to perform the clerical and record keeping duties of the position including operation of computer software programs designed for student information.

▪ **Physical Abilities**

Requires sufficient hand eye coordination to recognize numbers, letters, and words; to use a typewriter style computer keyboard. Requires auditory ability to carry on conversations in person and over the phone.

▪ **Education and Experience**

High School diploma or equivalent required. Additional business or secretarial training preferred. Minimum of 1 year of increasingly responsible clerical data entry or record keeping experience is required; within a College or other school registration office is desirable.

▪ **Licenses and Certificates**