

Position: Student Services Specialist II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 113

Summary

Performs specialized clerical duties to support admitting and registering students for courses, processing financial aid transactions, and general clerical support. Maintains student records. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Provides assistance and information to students regarding admissions, registration, records, enrollment, fees and other areas of student services.
- Instructs students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews completed forms for accuracy and completeness.
- Processes application forms, reviewing student records for changes in status. Processes requests for transcripts, records and other information. Analyzes and determines the status of applications and forms, referring problems or unique situation to a supervisor for assistance and resolution. Notifies students of need for additional information.
- Enters application data onto a computerized student information system. Makes residency determinations, computes and collects fees, and accounts for money collected.
- Processes late registration and enrollment changes; assure accurate posting of student drops; assure accurate accounting through computer entry of enrollment changes and fees collected or owed.
- Responds to requests from other educational institutions and agencies involving the verification of student status and records. Prepares and transmits routine correspondence for students, verifying student status and other information.
- Maintains student records which includes updating demographic and vital information and posting grades and changes. Reviews records to assure accurate information and timely collection of fees owed by students prior to release of transcripts.
- Reviews periodic reports, editing student files for conflicting or missing information. Collects, compiles, and summarizes information to support report preparation.
- Prepares and revises class lists for distribution to the appropriate sources.
- 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.
- Provides assistance and general information to students on regulations and requirements for a variety of financial aid programs, including but not limited to, Pell Grants, Cal Grant Program, Stafford Loan Program, Federal College Work Study Program, Board of Governors Grant (BOGG), Bureau of Indian Affairs (BIA), and emergency short term loans.
- Instructs students in correct procedures for completion of forms and applications, special requirements and restrictions, and supporting documentation such as low income and housing verifications and financial aid transcripts. Reviews completed forms for accuracy and completeness.
- Processes financial aid applications, reviewing documents for accuracy. Disburses financial aid awards to students. Receives questions from students regarding financial aid, referring difficult or involved explanations to others.
- Answer telephones and provide information and assistance as required.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires record keeping, general office, and clerical skills. Requires a working knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires sufficient organizational skills to maintain up-to-date and accurate student files. Requires sufficient human relations skills to convey College information to new students and help resolve problems. Requires sufficient math skills to compute totals from existing fee tables.

- **Abilities**

Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of student records and information. Must be able to perform all of 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 three years of increasingly responsible clerical, loan servicing, or record keeping experience is required; within a College or other school registration or financial aid office is desirable.