

Salt Lake Community College - Job Classification Standard

Student Services Technician 1,2,3

This family consists of three levels of non-exempt fiscal work. Levels are distinguished based on the complexity and scope of responsibilities, the degree of specialization, and the degree of independent functioning. This job family is distinguished from the Student Specialist job family by the primary responsibility for performing technical tasks. The Student Services Technician job family addresses responsibility for the following functions: registration, admission, enrollment management, graduation, school relations, etc. Incumbents may perform one or more of these functions in support of a wide range of equivalent fiscal technician activities. Records, sorts, verifies, inputs and retrieves financial data; provides customer service and answers general inquiries at a College level; performs general office duties such as copying, and faxing; prepares routine or standardized correspondence; banner data input, maintains files and records; may perform cash handling duties; performs related duties as required.

Autonomy

Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Specific instruction is usually given and work is reviewed at frequent milestones. Determines when problems should be escalated to a higher level.

Influence

Interacts with and may influence department. May have some external contact with customers. May have more influence in own domain.

Complexity

Performs range of varied work activities in variety of structured environments.

Skills

Understands and uses appropriate methods tools and applications. Demonstrates a rational and organized approach to work. Awareness of health and safety issues. Identifies and negotiates own development opportunities. Sufficient communication skills for effective dialogue with colleagues. Able to work in a team. Able to plan, schedule and monitor own work within short time horizons. Can absorb technical information when it is presented systematically and apply it effectively.

	Level 1	Level 2	Level 3
Supervision	<p>Under immediate supervision, performs standard tasks using established methods, principles, concepts and procedures related to a specialized field. Judgments are made on routine matters of relatively small impact.</p>	<p>Under close supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required.</p>	<p>Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to supervisor or others.</p>

Knowledge	Knows fundamental concepts, practices and procedures of particular field of specialization	Knows and applies fundamental concepts, practices, and procedures of appropriate to position plus particular field of specialization, with awareness of related fields.	Possesses and applies a broad knowledge of principles, practices and procedures of a particular field of specialization to the completion of difficult assignments. Also possesses knowledge of operation which affect, or are affected by own area related fields and areas
Minimum Education and Experience	High School Diploma or equivalent and 0-1 years experience.	High School Diploma or equivalent and 1-3 years experience.	High School Diploma or equivalent and 3-5+ years experience.
FLSA Status	Non-Exempt	Non-Exempt	Non-Exempt

Job Classification approved by Human Resources July 1, 2011