STUDENT SERVICES TECHNICIAN/COUNSELING
JOB #FCC630
$3,452 - $4,175 per Month
This is a classified position subject to a one-year probationary period.

DATE POSTED: October 30, 2014
CLOSING DATE: November 14, 2014

POSITION LOCATION
Fullerton College – Counseling and Student Development

SCHEDULED SHIFT: 8:00 a.m. to 5:00 p.m. – Monday through Friday
(Schedule and shift are subject to change in accordance with department needs.)

STARTING DATE: As soon as possible

TYPICAL DUTIES

This position is responsible for performing a variety of technical duties in a specialized area of Student Services such as registration, record maintenance, EOPS, adult education, disabled student services, student placement, and counseling services. Perform a variety of duties to assist students, instructors and the public; provide technical information and assistance regarding assigned specialized student service; explain guidelines and procedures; resolve complex problems involving applications, forms and records. Process a variety of documents related to a specialized student service; verify applications, forms and records for accuracy, completeness and compliance with program guidelines; update records and other pertinent documents as appropriate; request transcripts, records and other information to determine status of applications and forms; provide information to other educational institutions and agencies as requested. Facilitate promotion and awareness of assigned specialized student service; coordinate distribution of informational forms and packages for orientations and workshops; maintain appointment calendar for student academic counseling, testing, orientations and various types of workshops. Monitor student progress to assure program compliance; assist students in a variety of ways according to program needs; organize student activities. Maintain a variety of narrative and statistical records and reports related to program activities and effectiveness; provide information as directed; input data into computer database; perform clerical duties; answer phones. Compile and organize data for statistical reports and surveys; reconcile data from various sources; prepare basic statistical reports as directed. Train and provide work direction and guidance to others as directed. Maintain current knowledge of legal requirements, technological advancements and techniques used in providing student services. Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner. Perform related duties as assigned.

QUALIFICATIONS

Education and Experience: High school diploma or equivalent, supplemented by related college-level coursework AND minimum two (2) years of training or experience working in a student services program.

Knowledge of: District organization, operations, policies and objectives; applicable sections of State Education Code and other applicable laws; organization, policies, and rules of assigned department or program; modern office practices, procedures and equipment; local, State and Federal laws applicable to assigned programs; specialized equipment used to communicate with blind and hearing-impaired individuals; District rules and regulations governing participation in financial aid and other government sponsored programs as assigned; basic principles of bookkeeping; record keeping techniques; the principles and practices of supervision and training; ability to operate personal and/or mainframe computers.

Ability to: Prepare budgets and financial reports; compile, organize, and analyze statistical data; work confidentially with discretion; plan, organize and prioritize work; meet schedules and time lines; understand and follow oral and written directions; communicate effectively, both orally and in writing; establish and maintain effective working relationships with others.
Licenses and Other Requirements: A valid California Driver’s License. All employees driving personal, leased, or district-owned vehicles for District related activities must certify possession of a valid California Driver’s License. Employees must certify that personal vehicles are covered by automobile insurance as required by California law. (Board Policy 6010, Section 4.0).

WORKING RELATIONSHIPS
The Student Services Technician maintains frequent contact with co-workers, counselors, faculty, students, various departments and outside agencies.

DESIRABLE QUALIFICATIONS
Experience with the Administration of Academic Assessment; utilizing educational databases such as SARs, Compass, Banner, Comevo; verifying detailed information. Ability to commute to various community locations. Bi-lingual (Spanish).

WORKING CONDITIONS
College or District office environment; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.

APPLICATION PROCEDURE

Applicants MUST submit the following items:

- **DISTRICT CLASSIFIED APPLICATION REQUIRED**
  Applicants must answer all questions in the “General Information” section of the application on page 3 and must sign the application on page 4. Failure to complete these sections will result in exclusion from the applicant pool. All mandatory supplemental forms must be completed and returned with the application. Failure to complete these forms will result in exclusion from the applicant pool.

- **Cover letter and resume addressing job qualifications and responsibilities**
  Cover letter (expected length: 1-2 pages) and resume should provide overview of previous experience, educational background, and qualifications in consideration of the duties, responsibilities and qualifications contained in the job announcement. Must be submitted with application. Applications submitted without a cover letter and resume will be deemed incomplete and will not be considered.

- **Copy of valid Driver’s License**
  Must be submitted with application. Applications submitted without a copy of valid Driver’s License will not be considered.

- **Official/unofficial transcripts**
  Must be submitted with application. Applications submitted without official/unofficial transcripts attached will be deemed incomplete and will not be considered.

**Note:** The incumbent will be required to submit official college transcripts at the time of hire.

Applications may be downloaded at www.nocccd.edu, or requested from the Human Resources office by e-mailing hr@nocccd.edu or calling (714) 808-4810. Reference Job #FCC630, Student Services Technician in all correspondence. You may include cover letters, resumes, and letters of reference, etc., as attachments to your completed application. The District will not return or make photocopies of application materials. It is the applicant’s responsibility to make photocopies for personal records and ensure that the application packet is complete when submitted. Applications submitted without a cover letter and resume will be deemed incomplete and will not be considered.

Mail or deliver your application packet in person to:

**North Orange County Community College District**

Human Resources, 9th Floor

1830 West Romneya Drive

Anaheim, CA 92801-1819

**APPLICATION DEADLINE**

Completed applications must be received in the Human Resources office on or before **November 14, 2014, 5:00 p.m.** (Postmarks will not be honored.) Application materials received after the deadline date will not be considered.

The Hiring Committee will review the applications and select a limited number of candidates for an interview. This process may take several weeks after the closing deadline. At the time of the interview, a written exercise related to the position may be required. Subsequent to the interviews, the Hiring Committee will determine those candidates for final consideration. A second interview may be required of candidates selected as finalists. Possession of the minimum qualifications does not ensure an interview. Reasonable accommodations for applicants with disabilities may be requested by calling (714) 808-4821 at least three (3) business days in advance of the scheduled examination/interview date. Initial salary placement will be determined by the Office of Human Resources in accordance with Board Policy and is not negotiable. The applicant selected for the position will be required to provide identification and employment eligibility as outlined in the Immigration Reform and Control Act. NOCCCD will not sponsor any visa applications.

**THE NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER.**

The North Orange County Community College District, in compliance with all applicable Federal and State laws, does not discriminate on the basis of race, color, national origin, ancestry, marital status, age, religion, disability, sex, or sexual orientation in any of its policies, procedures, or practices. The District is also committed to maintaining campuses that are free of harassment, drugs, and alcohol. A copy of the District’s full policy on non-discrimination, sexual harassment, sexual assault, treatment and counseling, and maintenance of a drug-free environment is available online at www.nocccd.edu