UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Technician I

Job Code: 137507

Grade: C
OT Eligible: Yes
Comp Approval: 9/9/1993

JOB SUMMARY:
Assists individuals in one or more of the following areas: verification of enrollment or degrees, update and retrieval of records, registration, academic policies and procedures, or monitoring of academic status.

JOB ACCOUNTABILITIES:
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**E/M/NA** | **% TIME**
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_____ | _____ Handles requests for information via telephone, mail and in person from students, faculty, staff, University department representatives, and/or external sources.
_____ | _____ Prepares replies to various inquiries using standardized formats in accordance with University policies.
_____ | _____ Gathers data and verifies information as necessary or requested in accordance with University policy.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No  [ ] Yes  In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:  
High School or equivalent

Minimum Experience:  
0 - 6 Months

Minimum Field of Expertise:  
General Office

Preferred Education:  
Associate's Degree

Preferred Experience:
6 - 12 Months

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data
- Edit routine documents
- Establish filing systems
- Gather data
- Input data
- Maintain filing systems
- Research information

**Skills: Machine:**
- Adding Machine
- Calculator
- Personal Computer
- Photocopier
- Typewriter

**Supervises: Level:**
May oversee student, temporary and/or casual workers.

**SIGNATURES:**

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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