UNIVERSITY OF SOUTHERN.california

Student Services Technician II

Job Code: 137511

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

JOB SUMMARY:
Assists individuals in one or more of the following areas: verification, update and retrieval of records, registration, academic policies and regulations, 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.

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<th>*E/M/NA</th>
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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.

Updates student record computer system and generates requested documents or reports. Verifies student information as requested.

Gathers data and verifies information as necessary or requested in accordance with University policy.

Responds to questions from students and/or staff regarding established procedures governing one or more of the following areas: registration, course scheduling and availability, degree checks, transcripts, diplomas, academic status, petitions or financial aid.

Prepares replies to various inquiries using standardized formats in accordance with University policies.

Applies policies and pertinent laws in releasing confidential information.

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:
Minimum Field of Expertise:

General office

Preferred Education:

Associate's Degree

Preferred Experience:

1 Year

Skills: Administrative:

- Answer telephones
- Assemble and organize numerical data
- Draft routine correspondence
- Edit routine documents
- Gather data
- Input data
- Maintain filing systems
- Research information

Skills: Machine:

- Adding Machine
- Calculator
- Personal Computer
- Photocopier
- Typewriter

Supervises: Level:

- Leads one or more employees performing similar work

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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