Provides direction to Student Affairs Technicians in assisting individuals in one or more of the following areas: verification, update and retrieval of records, registration, academic policies and/or regulations, or monitoring of academic status.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>Handles requests for information via telephone, mail and in person from students, faculty, staff, University department representatives, and/or external sources.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>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.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Leads support staff, prioritizes workload, resolves problems and reviews or modifies internal procedures.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Gathers data and verifies information as necessary or requested in accordance with University policy.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Updates student record computer system and generates requested documents or reports. Verifies student information as requested.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Prepares replies to various inquiries using standardized formats in accordance with University policies.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Reviews incoming documents, makes recommendations and ensures that a decision has been reached.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Applies policies and pertinent laws in releasing confidential information.</td>
</tr>
</tbody>
</table>

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

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  

- 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:
1 Year

Minimum Field of Expertise:
General office

Preferred Education:
Bachelor’s Degree

Preferred Experience:
2 Years

Skills: Administrative:
Answer telephones
Assemble and organize numerical data
Compose letters
Coordinate work of others
Draft routine correspondence
Edit routine documents
Gather data
Input data
Maintain filing systems
Research information
Understand and apply policies and procedures
Verify calculations

Skills: Machine:
Adding Machine
Calculator
Personal Computer
Photocopier
Typewriter

Supervises: Level:
Leads one or more employees performing similar work
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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