**CLASSIFICATION SUMMARY:** Responsible for performing routine and non-routine clerical and customer service duties in support of a student services function. This class requires basic knowledge of student services functions, policies and procedures, and skills and experience related to area of assignment. Incumbent responsibilities may include providing information to students and parents; maintaining, tracking, and verifying data and records; conducting research; and processing a variety of documents, payments, applications, transcripts, and/or related materials.

**TYPICAL CLASSIFICATION ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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<td><strong>Illustrative only – not inclusive of every task assigned to a position.</strong></td>
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<tr>
<td>1.</td>
<td>Enters and processes admission applications; generates reports, files, and follow up letters for application information and acceptance.</td>
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<td>2.</td>
<td>Performs general reception duties which may include: answering phones, directing inquiries to appropriate staff, greeting visitors, and providing department information related to registration, enrollment, admissions, financial aid, or general requests.</td>
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<td>3.</td>
<td>Reviews, processes, and routes a variety of payments, forms, records, applications, and statements ensuring completeness and accuracy.</td>
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<td>4.</td>
<td>Maintains, processes, and updates various student and office files related to recruitment, transcript requests, applications, and enrollment, both electronically and in paper format; files documents alphabetically, numerically, or by other prescribed methods.</td>
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<td>5.</td>
<td>Assists with coordinating department activities, such as tracking work and change orders, generating and tracking purchase orders, arranging for equipment repair, researching information, and providing related support.</td>
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<td>6.</td>
<td>Develops, reviews, and proofreads a variety of flyers, brochures, and other marketing materials for publication and distribution.</td>
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<td>7.</td>
<td>Performs spot checks of inventory and requisitions supplies as needed.</td>
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**HARRISBURG AREA COMMUNITY COLLEGE**  
**CLASSIFICATION DESCRIPTION**

**CLASSIFICATION DESCRIPTION TITLE: STUDENT AFFAIRS TECHNICIAN**

| 8. | Performs other duties as assigned. |

**Training and Experience** (positions in this class typically require):  
High School Diploma or G.E.D. and three years customer service, general office, or experience related to area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):  
- None Required.

**Knowledge** (position requirements at entry):  
Knowledge of:  
- Clerical and office support practices;  
- Assigned department operations and functions;  
- Various computer operating systems and related software applications;  
- Federal, state, and local laws and regulations;  
- Customer service principles and practices;  
- Recordkeeping principles;  
- Basic mathematical concepts;  
- Filing procedures and practices;  
- English language, grammar, and punctuation.

**Skills** (position requirements at entry):  
Skill in:  
- Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;  
- Maintaining files and records;  
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;  
- Using proper English, grammar, punctuation, and spelling;  
- Principles and practices in assigned area;  
- Preparing a variety of business correspondence, records, reports, documents and forms;  
- Following oral and written instructions, policies, and procedures;  
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
CLASSIFICATION DESCRIPTION TITLE: STUDENT AFFAIRS TECHNICIAN

**Physical Requirements:**
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**
Date created: (08/08/2007)