

JOB DESCRIPTION



Position Title: Graduation Technician

Department: Advising and Career Services

Employment Category: Non-Exempt Staff

Primary Location: Sierra Vista Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE03

Position Summary: The Graduation Technician is responsible for processing graduation applications, producing student credentials and for providing clerical and project support to Advising and Career Services Department.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Processes graduation applications and related documents in an accurate and timely fashion, shares graduate data with third parties in support of producing student certificates, credentials, etc., and maintains accurate records, following up on missing or incomplete records

Coordinates the process of assigning graduation applications to individual academic advisors for credential review and eligibility

Provides exceptional customer services to students and department visitors as required

Provides clerical support to department staff through maintenance and tracking of information, compiles periodic reports, maintains a calendar of department activities, manages department mail and routes as required, copies and files, etc.

Serves as back up to the Advising and Career Services Department Assistant as needed; performs exceptional customer services for students, employees, and the public; serves as department receptionist; responds to calls and routes as appropriate, greets visitors and directs as needed; maintains center calendar for advisors and counselors; schedules students' academic and general advising appointments; answers basic advising questions as needed

Assists the Director of Advising and Career Services in the year long preparation of May commencement; orders graduation items as needed, helps plan commencement; participates commencement evening in setting up and execution of commencement activities, including student check-in support

Assists with special projects; researches, gathers, and compiles information and prepares routine reports as necessary

Performs related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from an institution accredited by an institutional accrediting body of higher education recognized by the US Department of Education

Two years office management or related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to analyze problems, identify solutions and take appropriate actions, resolve problems using independent judgement

Ability to work under pressure with frequent interruptions

Ability to work accurately, efficiently, and effectively with multiple entities; ability to coordinate multiple processes with multiple staff members

Ability to relate to a diverse population in a professional and helpful manner, and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate actions to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Ability to work accurately, efficiently, and effectively with all types of data

Ability to work under pressure with frequent interruptions

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

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; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Director of Advising and Career Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.