

JOB DESCRIPTION



Position Title: Graduation Technician

Department: Admissions and Records

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:** NE04

Position Summary: The Graduation Technician is responsible for supporting graduation and degree completion efforts; working closely with the Advising and Career Services department regarding each phase of the graduation process; posting credentials; overseeing diploma and certificate distribution, and providing clerical and project support to the Admission and Records Office.

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:

Investigates, researches, and explores new procedures and technologies to improve the graduation process; implements and manages graduation procedures, forms and processes in coordination with the Advising and Career Services Office, Admission and Records Office and other campus departments

Acts as primary contact for students and responds to student inquiries via in-person, phone or electronically for information related to graduation processes; performs detailed document reviews, verifies accuracy and thorough completion of graduation related documents, and records eligibility statuses in an accurate and timely fashion; resolves missing or incomplete records; coordinates the process of assigning graduation applications to individual academic advisors for credential review and eligibility, ensuring the process is completed

Researches requests from former students and graduates by locating and reviewing historical student records; scans and archives graduation student records as required by state and federal regulation

Stays informed of curriculum program changes and the addition of new programs; assists in posting credentials, including honors related distinctions

Works closely with the Transfer Articulation Manager in the oversight and distribution of diplomas and certificates, while maintaining a secure environment for all student records; assists with ordering graduation items as needed and participates in commencement planning

Retrieves information and enters and updates information in reports, logs or other documentation in record-keeping system

Coordinates and maintains database information, dynamic forms, reporting systems and graduation website; updates and maintains student graduation records as appropriate; collects data on program completion

Proactively researches potential degree or certificate completers and recommends action for follow-up

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

Performs related duties as assigned

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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.

Education and Experience Requirements:

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

Three years 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

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Reports To: Transfer Articulation Manager

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.