

### ADMISSIONS AND RECORDS SPECIALIST – TRANSCRIPT CLERK

| **Reports to:** | Director, Admissions & Records/Registrar |  |  |
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| **Dept:** | Admissions & Student Support | **Range:** | 20 |
| **FLSA:** | Nonexempt | **EEO:** | Secretarial/Clerical |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, perform specialized clerical duties involving the receipt, processing and distribution of incoming and outgoing transcripts; oversee the online application functions; assist director with document retention procedures; accept and process student record subpoenas in compliance with subpoena and District policy; provide technical assistance and information to students, faculty, staff and the public; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Receive and process incoming academic transcripts and records required for determining course equivalency, degree or program completion and transferability of course credits; timely process online transcript requests; scan transcripts into the appropriate database for access by other staff; issue official transcripts.
2. Process online applications for admisssion; identify and recommend system error solutions; troubleshoot and test system upgrades.
3. Respond to subpoenas for records by coordinating collection of all relevant records from various offices and assembling them for review by the Director; notify requesting parties to arrange for delivery of approved records.
4. Provide technical assistance and information to students, faculty and staff regarding admis­sions, registration, records, matriculation, enrollment and fees; refer students to other areas of Student Services as appropriate; instruct students on correct procedures for completion of forms, applications and processes; explain applications, requirements and restrictions; review completed forms for accuracy and completeness.
5. Accept, review and process applications; review and determine residency status of appli­cations based on state residency requirements; provide justification for residency determin­ations to students; refer problems to supervisor for assistance and resolution; notify students and/or instructors of need for additional information or documentation for application, enroll­ment, residency and other processes.
6. Research and review records for changes in status, enrollment history, grades, duplicate IDs, duplicate careers; request transcripts, records and other information needed to deter­mine status of applications and forms.
7. Prepare and transmit correspondence for students, verifying student status and other infor­mation; respond to requests from other educational institutions and agencies involving the verification of student status and records; ensure proper releases are on file to safeguard student privacy.
8. Register new and continuing students by reviewing and processing forms and rosters, verifying residency status and correct payment of fees and enrolling students in desired classes; assist students and other staff with enrollment problems, ID errors and student records issues; assist in resolving student complaints regarding program errors; make enrollment changes for students.
9. Maintain student records; audit records to ensure accuracy; provide copies of transcripts according to approved procedures; use computer to research, post and clear holds on student records as appropriate; document and enter grade changes, course repeats, unit and grade point average calculations and other student activity in the computer to update student academic records and ensure accurate student records accounting.
10. Collect, compile, verify and record information for the generation of reports.

### OTHER DUTIES:

1. Ensure compliance with document retention policies and procedures; prepare scanned documents and box, label and enter records information in the Master Retention List.
2. Train and provide work direction to student workers and other hourly workers as assigned.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

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1. College organization, functions, rules, policies and procedures applicable to a college admissions and enrollment office.
2. Applicable sections of the state education code relevant to assigned responsibilities.
3. The Family Educational Rights and Privacy Act and other college, state and federal laws, rules, regulations and policies governing student admissions and enrollment.
4. Computer operations and use of standard business applications including word processing, spreadsheet and database software, and other specialized college software applications such as PeopleSoft.
5. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.
6. Office administration practices and procedures, including filing and recordkeeping systems.
7. Basic research methods and procedures.
8. Business math.
9. Concepts, practices and techniques of customer service.
10. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Learn to interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.
2. Evaluate alternatives and reach sound decisions within areas of assigned responsibility.
3. Operate a computer and standard business software.
4. Respond in person and by telephone to a high volume of varied inquiries and requests calmly, patiently and effectively.
5. Prepare clear, concise and accurate records, data entries, reports and other written materials.
6. Work independently with little direction.
7. Understand and follow oral and written directions.
8. Maintain the confidentiality of department and student records and information.
9. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
10. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, supplemented by business-related courses and related work experience; or an equivalent combination of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provide work direction to student workers and/or temporary staff.

**CONTACTS**:

Coworkers, faculty, other departments and the public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending or stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to work at a computer for extended periods, including repetitive use of a computer keyboard, mouse or other control devices; ability to travel and/or drive to a variety of locations on- and off-campus as needed to conduct district business

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on a variety of tasks concurrently while meeting established dead­lines and changing priorities

**WORKING CONDITIONS:**

Primarily busy office environment; subject to frequent to constant contacts and interruptions by phone and in person; intermittent exposure to individuals acting in a disagreeable fashion; exposure to constant background noise during registration periods; may be required to work at any district location during day and/or evening hours including occasional weekends on an as-needed basis.