

### ADMISSIONS AND RECORDS SPECIALIST

| **Reports to:**  | Director of Admissions and Records or Assistant 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 admissions, registration, records maintenance, residency and enrollment; 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. Assist current, returning, concurrently enrolled and prospective students, parents, college faculty/staff and the public at a front counter on a wide range of admissions and enrollment questions and processes; explain procedural guidelines for admissions, registration, records, matriculation, enrollment and fees; refer students to other areas of Student Services as appropriate; instruct students in correct procedures for completion of forms, applications and processes; explain applications, requirements and restrictions.
2. 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.
3. 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.
4. Prepare and transmit correspondence for students, including verifications, email 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.
5. 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 and grade point average calculations and other student activity in the computer to update student academic records and assure accurate student records accounting.
6. Register new and continuing students by reviewing and processing forms, verifying residency status and correct payment of fees; assist students, staff and faculty with enrollment problems, student records issues and assist in resolving student complaints regarding program errors.
7. Collect, compile, verify and record information for the generation of reports.
8. Maintain and ensure the confidentiality of all student documents and records in accordance with the Family Educational Rights and Privacy Act and established district policies and procedures.

**As assigned to the San Elijo campus:**

1. Collect, process and post fees for student registration, student or district activities and other purposes to student and non-student accounts.
2. Provide additional services unique to the campus including issuing parking permits, scheduling students for counseling appointments, providing first point of contact for the student services offices, such as Financial Aid, IIP, Transfer Center, Scholarships, DSPS, EOPS, and Parking Enforcement. Coordinate daily cash replenishment and interim deposits based on volume of money collected; account for funds sent to proper bank account or district office function.
3. Disburse student checks including but not limited to payroll, financial aid and refunds; secure checks and monies as necessary in campus safe; maintain sorting and filing system for check dissemination.

### OTHER DUTIES:

1. Train and provide work direction to student workers and other hourly workers as assigned.
2. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

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 uses 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.

### Concepts, practices and techniques of customer service.

1. 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 two years of clerical or administrative 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 and train student workers and/or temporary staff.

**CONTACTS:**

District administrators, faculty, staff and students, other college and community organizations, vendors, contractors 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 and stooping; occasional light lifting and carrying objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; usual assignment worked during daylight hours with occasional evening, week­end and/or holiday hours required on an as-needed basis.