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| **SENIOR ADMISSIONS SPECIALIST** |
| **Reports to:**  | Director, Admissions & Records/Registrar/Assistant Registrar |
| **Dept:** | Admissions & Student Support | **Range:** | 26 |
| **FLSA:** | Nonexempt | **EEO:** | Secretarial/Clerical |

### BASIC FUNCTION:

Under general supervision, provide lead supervision, guidance and training to other Admissions staff; perform the full range of enrollment, evaluations and admissions duties; serve as a technical resource in making determinations on the more complex admissions cases; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

### A Senior Admissions Specialist is distinguished from an Admissions Specialist by the former’s responsibility for serving as a lead supervisor and information resource to other admis­sions staff in addition to performing the full range of admissions, evaluations and enrollment duties.

### 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. Participate in selecting, training and providing day-to-day lead work direction to other Admissions staff working at a public counter or in a back-office environ­ment; assign and monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; provide information, instruc­tion and training on work procedures and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district’s commitment to teamwork, mutual trust and respect.
2. Assist current, returning, concurrently enrolled and prospective students, parents, college faculty, staff and the public on a wide range of admissions and enrollment questions and processes; explain procedural guidelines for admission, registration, records and evaluations, together with applicable college, state and federal regulations; explain deadlines and requirements; provide general information about the college; respond to and resolve difficult inquiries and complaints; provide technical assistance when problems arise related to enrolling in courses
3. Receive a wide variety of admission, enrollment and evaluations forms and review for complete­ness and consistency; track and monitor the processing of forms from submission to completion; enter student data into various tracking screens in PeopleSoft; download documentation and enter student data into PeopleSoft databases; maintain and file student applications and docu­mentation; notify applicants of their admis­sions status.
4. Provide guidance on and may make more complex residency determinations; review and process documents such as immigration documentation, visas and Permanent Resident documents submitted by students in support of claims for California residency as well as AB 540 Non-Resident Tuition Exemptions; review documentation processed by other staff and make changes to the student's status as necessary.
5. Provide technical assistance on processes applicable to admission of K-12 students to the college to ensure conformance with the State Board of Education and college requirements; work with staff to develop improved admissions procedures that could enhance the transition of students into the college environment.
6. Perform complex technical duties involved in evaluating student records and trans­cripts from other colleges and universities for completion of degree requirements and general education requirements for admission; analyze transcripts and inter­pret course descriptions for courses and units completed; determine level, content, unit value and grading system; utilize catalogs and appro­priate reference materials; determine student eligibility for graduation; verify completion of requirements; prepare graduation lists for each semester; compute statistical graduation data; order diplomas and certificates.
7. Stay current on changes in applicable federal and state law, regulations and processes; identify changes needed in college requirements and procedures; prepare revised process­ing guidelines, procedures and manuals to ensure compliance with all new requirements; train staff on changes in procedures.
8. Participate in school outreach activities; explain admission and matriculation policies, requirements and deadlines; communicate with students and parents about higher education processes.
9. Maintain all student supporting documentation to meet retention and audit requirements; 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.

### OTHER DUTIES:

1. May act temporarily in a higher-level position in the absence of the Director, Admissions & Records/Registrar, and/or Assistant Registrar.
2. Assist Director, Admissions & Records/Registrar and/or Assistant Registrar with administration of special local and/or district student assistance programs.
3. Train and provide work direction to Admissions Specialists and Assistants, student workers and other hourly workers as assigned.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Goals and objectives of a college admissions and records office.
2. The Family Educational Rights and Privacy Act and other college, state and federal laws, rules, regulations and policies governing student admissions.
3. Computer operations and uses of standard business applications including word processing, spreadsheet and database software and other specialized college software applications such as PeopleSoft and SARS.
4. Office administration practices and procedures, including filing and recordkeeping systems.
5. Standard research methods and procedures.
6. Business math.
7. Written and oral communication skills including correct English usage, grammar, spelling, punctua­tion and vocabulary.
8. Safety policies and safe work practices applicable to the work.
9. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
11. District practices and procedures for budgeting, purchasing and maintaining public records.
12. Principles and practices of effective supervision.
13. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of Admissions Specialists, Assistants, student workers and other hourly workers.
2. Interpret, explain and apply district, departmental and administrative policies, procedures and practices, ensuring consistency and a high degree of accuracy.
3. Evaluate alternatives and reach sound decisions within areas of assigned responsibility.
4. Operate a computer and standard business software.
5. Role model effective customer service techniques.
6. Prepare clear, concise and accurate records, data entries, reports and other written materials.
7. Understand and follow written and oral instructions.
8. Maintain the confidentiality of department and student records and information.
9. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
10. Communicate effectively, both orally and in writing.
11. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
13. Establish and maintain effective working relationships with others encountered in the course of work.

### EDUCATION AND EXPERIENCE:

An associate degree and four years of increasingly responsible experience involving admis­sions and student records processes; or an equivalent combination of training and experience. Additional college-level coursework in business administration, finance or a related field is desired.

### 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:**

Train and provide site specific work assignment and direction as lead to Admissions Specialists and Assistants, hourly workers and student workers. Supervise and assign duties and shifts. Provide input to Director, Admissions & Records/Registrar and/or Assistant Registrar regarding Performance Appraisals for staff.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, vendors, contractors and the general 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 of objects weighing up to 25 pounds; ability to travel 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 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; occasional evening, week­end and/or holiday hours required on an as-needed basis.