**Position:** Admissions and Records Lead  
**Department/Site:** Student Services  
**Position Number:**  
**FLSA:** Non-Exempt – (Classified CSEA)  
**Reports to:** Director, dean, or other administrator in assigned area  
**Salary Range:** 34

### DESCRIPTION:

Under limited direction of the Dean of Student Affairs, Enrollment Services or other administrator in assigned area, the Admissions and Records Lead serves as a policy and reporting expert for federal, state, and institutional policies and procedures related to admissions, registration, student records, and international students.

### DISTINGUISHING CHARACTERISTICS:

The Admissions and Records Lead is the highest level classification in this Admissions and Records series of positions. The incumbent in this position performs technical work with a high degree of accuracy in planning, organizing, and implementation of admissions and records programs with considerable degree of independence, thereby relieving the supervisor of a wide range of routine program administration functions. The incumbent is typically assigned responsibility for specific completed admissions and records functions, coordination of the work of the department, and any of the duties contained in the lower levels of this classification.

### REPRESENTATIVE DUTIES:

- Keep knowledge of regulations and procedures related to student admissions and records, including matriculation, current through self-study and communication, and communicate changes in those regulations and procedures to Dean of Student Affairs, Enrollment Services and other Admissions and Records staff.
- Ensure conformance to District policies and procedures and state and federal laws and regulations related to student enrollment, registration collection and accounting of fees, and maintenance of student records; make recommendations to develop and modify work processes in response to legislative mandates and regulatory changes.
- Prepare and submit a variety of state and institutional statistical and narrative reports; compose and/or edit a variety of publications including class schedules, prepare budget reports, annual recap data and special reports, proposals, recommendations, and other materials as requested.
- Provide technical information and assistance to students, staff, administrators, and others concerning college admission, registration and the collection and accounting of fees; interpret policies and regulations and determine appropriate courses of action in unusual and complex circumstances.
Serve as a liaison between Admissions and Records, Academic Affairs, and the Business Office regarding the coordination of services to students.

Serve as lead to test enrollment functions in scheduled computer software system upgrades and new software implementations.

Ensure that international students are enrolled according to I.N.S. laws, rules, and regulations; monitor their attendance, progress, and records to ensure legal compliance.

Maintain external contacts with government agencies and other community colleges for the purpose of coordinating, obtaining, and verifying information; communicate decisions to students as needed.

Communicate with other student services program personnel, college personnel, representatives of state and federal agencies, high schools and other educational institutions, and others to coordinate programs and activities.

Design and implement continuous improvement programs in all Admissions and Records processes.

Provide input and recommendations regarding staffing, equipment, and supply needs.

Assist in training new staff and student workers; oversee student workers and develop their weekly work schedules.

Coordinate with Enrollment Specialist and Financial Aid Lead regarding area changes, updates, and activities.

Serve on and attend assigned committees.

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Admissions and Records rules, regulations, policies and procedures, including related state and federal immigration laws; registration, the collection and accounting of fees, transcript evaluation, and the maintenance of student academic records.
- Community college courses, prerequisites, curriculum, graduation and transfer requirements, including CSU and UC general education requirements.
- District organization, operations, policies, and objectives.
- Interpersonal skills including tact, patience, and courtesy
- Modern office practices, procedures, and equipment.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

SKILLS TO:

- Analyze situations accurately and adopt an effective course of action using analytical thinking and problem solving techniques.
- Input data into computer systems and generate reports, modifying programs as needed.
- Interact with others using tact, patience, and courtesy

ABILITY TO:

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- Ensure timely, efficient and effective delivery of services to students regarding admission, registration, academic records, graduation, and student fees.
- Interpret and explain rules, regulations, procedures, policies and catalogs regarding student registration, transcript evaluation, graduation, degree and transfer requirements and serve as a resource for department.
- Analyze systems and processes, identify gaps or breakdowns, and identify solutions to address deficiencies.
- Organize and prioritize to manage a workload both independently and as part of a team.
- Perform difficult and technical records evaluation duties.
- Perform complex analysis of various application materials.
- Establish and maintain cooperative and effective working relationships with others.
- Make arithmetic calculations quickly and accurately.
- Train and provide work direction to others.
- Maintain confidential and complex records and files.
- Operate a variety of office equipment including a computer, at a high level of proficiency, and quickly learn new programs.
- Work with a diverse student population and communicate with non-English speaking communities.
- Use strong customer service skills to effectively complete job duties.
- Communicate effectively both orally and in writing
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Make independent judgments with limited supervision.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate’s degree and five years of increasingly responsible experience in admissions and records or a related function.

LICENSES AND OTHER REQUIREMENTS:

Some incumbents in this classification may be required to possess a valid California driver’s license and use of a personal vehicle.

PHYSICAL EFFORT/WORKING ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve file records.