Position: Admissions and Records Technician

Department/Site: Student Services

FLSA: Non-Exempt – (Classified CSEA)

Reports to: Director, dean, or other administrator in assigned area

Salary Range: 18

DESCRIPTION:

Under the direction of the Dean of Student Affairs, Enrollment Services or other administrator in assigned area, the Admissions and Records Technician performs a variety of technical duties involved in the admissions, registration, and records maintenance functions of the Admissions and Records Office.

DISTINGUISHING CHARACTERISTICS:

The Admissions and Records Technician is the entry-level position in this Admissions and Records series of positions. All positions in this class require the ability to use an automated system to input and retrieve data with accuracy. Incumbents have a high frequency of responsible contact with students, staff, and the public requiring tact and excellent communication skills.

REPRESENTATIVE DUTIES:

- Process admissions applications and register students, using telephone and written communication, and other appropriate reference materials; prepare and maintain student files.
- Make residency determinations according to state requirements.
- Receive, verify, and coordinate semester grades, credits, and incompletes for computer processing; distribute instructors’ grade sheets; receive, process, verify, and post grades to file; post grade corrections to permanent records; post student activities and honors to permanent records.
- Assure compliance with district, county, and state laws, rules, regulations, and guidelines related to assigned areas.
- Receive and process transcript requests including copying, affixing seals, receiving fees and mailing to appropriate locations; maintain records of transcripts sent utilizing student release of records notification.
- Provide technical information and assistance to students, staff, counselors, faculty, and administrators in the interpretation and clarification of registration, graduation, and transfer policies, requirements, and procedures.
- Provide technical assistance to students, staff, counselors, faculty and administrators in the use of various software and electronic student systems, including but not limited to...
PAWS, the college’s email system, and the college’s course management software system.

- Establish schedule for printing and distribution of class rosters and distribute as appropriate; provide updated class lists for instructors as needed.
- Keep current on knowledge of regulations and procedures related to student admissions and records, including matriculation, through self-study and communication, and communicate changes in those regulations and procedures to supervisor and other enrollment services staff.
- Give courteous and accurate direction to students on how to register, petition for graduation, file various petitions, and finalize registration.
- Verify enrollment and graduation of students for outside agencies entitled to receive that information.
- Verify, calculate; make changes as needed; monitor attendance accounting procedures to assure accurate data for the college’s apportionment funding and statistical reporting.
- Collect student fees; prepare receipts as appropriate.
- Train and provide work direction to student assistants; coordinate and schedule student hours for employment; recruit, test and interview students for employment; review and prepare timesheets for monthly payment.
- Provide technical assistance and guidance concerning admissions and records computer programs; enter a variety of data into the computer to update student information; compile information, generate reports and create computer files as needed; operate scanning and other office equipment as assigned.
- Process inquiries and international student applications and assess residency.
- Assist incoming international students with registration, orientation procedures, and legal requirements of the federal government, including the Department of Homeland Security.
- Provide lead direction during registration process as assigned; assure the timely processing of registration documents including the adding and dropping of students.
- Prepare and maintain a variety of records, reports, and files related to students and assigned activities; maintain confidentiality of student information.
- Perform registration duties for courses throughout the school year both on and off campus.
- Perform other office activities including receiving, opening, and distributing mail, ordering and maintaining office supplies, establishing and maintaining filing system, typing and duplicating various materials and composing correspondence.
- Assist students at the front counter; disseminate information about admissions procedures and the college; make referrals as appropriate.
- Serve on assigned committees.
- Perform related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**KNOWLEDGE OF:**

- Community college courses, curriculum, graduation, and transfer requirements.
- Community college credit evaluation policies and procedures.
- Regulations governing the community college registration procedures.
- Electronic data processing.
• Modern office practices, procedures, and equipment.
• Record-keeping techniques.
• Correct English usage, grammar, spelling, punctuation and vocabulary.
• District organization, operations, policies, and objectives.
• Applicable sections of state Education Code and other relevant laws.
• Technical aspects of field of specialty.
• Interpersonal skills using tact, patience, and courtesy.
• Oral and written communication skills.

ABILITY TO:
• Learn Admissions and Records rules, regulations, policies, and procedures
• Interact with others using tact, patience, and courtesy.
• Interpret and explain rules, regulations, procedures, and policies regarding student registration, transcript evaluation, graduation, degree and transfer requirements.
• Access Department of Homeland Security website and program (SEVIS)
• Perform difficult and technical records evaluation duties.
• Coordinate evaluation activities with other staff members and departments.
• Operate a variety of equipment including a computer, scanner and others as assigned.
• Maintain confidential and complex records and files.
• Make arithmetic calculations quickly and accurately.
• Analyze situations accurately and adopt an effective course of action.
• Meet schedules and time lines.
• Plan and organize work.
• Train and provide work direction to others.
• Work confidentially with discretion.
• Communicate effectively both orally and in writing.
• Understand and be sensitive to those of culturally, socioeconomically, and linguistically diverse backgrounds.
• Type at an acceptable rate of speed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work and three years of increasingly responsible experience involving public contact and computer operation.

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.