

Position:	Admissions and Records Technician II	Position Control:	
Department:	Admissions and Records	Position Class:	Student Support-Non-Classroom
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Director, Admissions & Records	Salary Range:	19
Next Level Supervisor:	Director, Admissions & Records	Hours per week:	40
Educ. Admin.:	VP Student Services	Months per year:	12
Date Established:	11/27/2017	FLSA Exemption Status:	Non-Exempt

DEFINITION

Under general supervision, provides academic and records information and assistance directly to students; performs specialized clerical duties related to the admissions and academic records area; performs a variety of clerical and technical records duties; maintains records in the student information system as well as various vendor systems (ie. Banner, VA Once, Credential Solutions, College Source, SEVIS) and other duties as assigned.

CLASS CHARACTERISTICS

Employees in this class are responsible for ensuring that all required documents are on file as required.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Provide information and assistance to students in person, by telephone, email or regular mail on topics such as student records, admissions, academic standing, graduation, processes and fees.

Process transcripts, degree and enrollment verification requests using various vendors and in-house databases which includes preparing, recording, obtaining signatures, affixing the District Seal and delivery.

Evaluate, process, and determine graduation applications for meeting all requirements to award or deny degrees and/or certificates.

Produce all certificate and diplomas for students that have successfully completed all certificate and degree requirements in a timely manner, including duplicate certificate and diplomas.

Collaborate and participate in activities such as veteran's certification, specialized registration activities, the maintenance of the Student Exchange Visitor Information System (SEVIS),

collection and maintenance of final grades, census rosters, attendance and arranged meeting rosters, and various admissions and records functions.

Communicate with other colleges and respond to questions or issues regarding assigned activities from students, faculty and staff.

Assist Director in maintaining accurate files and documentation in accordance with state and federal regulations including applications, residency information, veteran's DD-214 and certification paperwork, International Student rosters, grade change and incomplete grade, and various other documentation.

Compile data and prepare basic statistical reports as directed using a variety of information systems (ie. Cognos, Access, Excel).

Collaborate with Evaluator to organize and process petitions and exceptions, including being a liaison between staff, faculty, and department chairs. Updates the student information system with grade changes, academic renewal and repeat courses.

Evaluate departmental procedures to ensure efficiency. Analyze similar functions at other colleges to determine the College's currency with modern practices and compliance with state and federal regulations.

Maintain an organized system of record storage and record recovery.

Perform computer-input tasks relative to the operation of the department.

Assist in the coordination of departmental functions with other campus departments.

Attend professional meetings/conferences as required and reports findings to the department staff.

Provide departmental participation in Student Success and Support Program such as graduation and annual catalog review.

Enter academic data into the computer for use in developing individual student educational plans.

Document and process grade changes.

Verify level, content, unit value and grading system of courses for students who have taken part of their previous work at other colleges; determines credit to be granted toward meeting specific requirements.

Maintain records of transactions concerning academic transcripts for purposes of verification and accountability.

Assist in determining lower division general education transfer requirements, including IGETC and CSU general education certification and Taft College degree requirements. Prepares general education certifications for CSU Breadth and IGETC.

Collaborate with Evaluator to evaluate in-coming transcripts and makes appropriate decisions as to transferability and grading conversions as well as posting the credit into the student information system.

Operate a variety of office equipment including a copier, scanner, fax machine, computer and assigned software and programs. Arranges for computer system modifications, maintenance and repairs as needed.

Understand rules and regulations in order to calculate cumulative grade point average for Cal Grant application.

Monitor inventory levels of forms, applications and other Admissions & Records supplies. Orders, receives and maintains adequate inventory levels of supplies.

Work with IT to ensure that the department scanning systems, document readers, and desktop computers are in working order.

Maintain student records; audits records to assure accuracy; provides copies of transcripts according to approved procedures.

Prepare and transmit correspondence for students, verifying student status and other information; responds to requests from other educational institutions and agencies involving the verification of student status and records.

Perform a variety of specialized clerical duties such as filing, typing, data entry and retrieval, reception and general office support. Composes and mails correspondence.

Attend various meetings as assigned. Conducts training sessions as directed. Attends and participates in various committees as required.

Serve as back-up for the front counter and is readily available to provide pleasant and professional service to students and others seeking information regarding the registration process.

Ensure the integrity and confidentiality of admissions and records by maintaining strict compliance with FERPA, the Solomon Act, other federal regulations, and District records and archival policies.

Assist and advise student workers.

Perform other related duties as requested or assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience

Education: An earned Associate's degree from an accredited institution.

Experience: Minimum two years of experience working in community colleges, universities, high schools, and/or community agencies. Experience relevant to the position desirable. Intermediate knowledge of computer software, including Word, Excel and an administrative database (ie. Banner).

Desirable Qualifications

An earned Bachelor's degree from an accredited institution.

Experience with graduation requirements, transcript evaluation, degree audit (ie. Degree Works) and student services.

Knowledge of policy and procedure regarding Admissions and Records.

Personal

Ability and desire to work effectively with students, staff and the public.

Show initiative, poise, good judgment and tact.

Oriented in customer service.

Flexible in assuming other assignments as the need arises.

Possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.

Bilingual (Spanish)

Willing to accept other duties.

Knowledge of

Effective methods of working with the public.

Effective written and oral skills.

Basic research and evaluation methods.

Computer applications such as Word, Excel, e-mail and internet browsers.

Basic filing methods.

Correct English usage, grammar, spelling, punctuation and vocabulary.

General secretarial skills and techniques.

Organizational and prioritization skills.

Accurate recordkeeping operations and guidelines.

Ability to

Learn District processes and procedures, rules, laws and regulations.

Learn District programs and services offered to students.

Read and interpret laws, rules and regulations.

Be efficient and well organized.

Work independently.

Maintain confidentiality.

Follow guidelines and directions as assigned.

Meet the public, students, faculty and staff cordially and effectively.

Provide excellent customer service.

Enter and retrieve computer information accurately.

Use a computer database and interpret computer data.

WORKING CONDITIONS

Assignments are typically 40 hours per week and 12 months per year.

May require over-time or evening hours throughout the year.

Work is generally performed indoors but may involve traveling to complete assignments or for research, workshops, training or meetings.

Physical Requirements

1. Vision sufficient to read documents and computer terminal displays.
2. Speech and hearing to communicate in person or by telephone.
3. Manual dexterity sufficient to use a variety of office equipment, computer keyboards and to handle paper.
4. Sit for long periods of time.
5. Ability to lift and carry 25 pounds such as paper and reports.
6. Ability to bend and reach to retrieve and file supplies, equipment and documents.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

ENVIRONMENT

Community college campus serving a diverse student population and with an emphasis on student success. Work is primarily performed in busy office environment serving students, staff and the public.

SUPERVISION

Direct supervision is received from the Director, Admissions and Records. This position has no supervisory responsibilities. May take or give work direction on projects as assigned.

PAY RANGE

Range 19 on the Classified Employees Salary Schedule/Non-Exempt.