

CLASS SPECIFICATION
Admission & Records Technician I

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, performs a variety of routine to moderately difficult technical admissions and records duties; assists students, staff and the public and provides information regarding District admissions, records maintenance and registration; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Admission & Records Technician I is the entry-level class in the admissions and records class series. Incumbents perform a variety of routine to moderately difficult technical and administrative admissions and records functions, including processing admissions applications, registering students, preparing and processing a variety of forms and materials, distributing and collecting attendance and grade information, distributing and collecting class rosters, grade sheets and positive attendance forms, inputting student grades and providing technical assistance and information to students, staff and the public regarding District admissions, registration and records maintenance policies and procedures.

Admission & Records Technician I is distinguished from Admissions & Records Technician II in that incumbents in the latter class perform the more complex and responsible admissions and records duties, requiring greater knowledge of District policies and procedures gained through experience.

ESSENTIAL DUTIES AND 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. Assists in the daily administration of the Admissions & Records Office; answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate staff member; researches and responds to questions and requests for information and resolves or refers to appropriate staff member; sorts mail and delivers to mailroom; composes routine correspondence.
2. Provides technical assistance and information to students, staff and the public regarding District admissions, registration and records maintenance policies and procedures; instructs students on correct procedures for completion of forms, applications and processes; explains applications, requirements and restrictions.
3. Maintains student records; collects information and updates records for student name, address, social security and date of birth changes; prepares and process a variety of forms, applications and other documents; troubleshoots and resolves basic system and student registration account issues.

4. Assists in ordering, distributing, collecting and processing class rosters, positive attendance forms, drops and grades; checks grades assigned on roll books and grade sheets; inputs student grades into student database; distributes and collects attendance, drop sheet and grade information for inclusion in state average reports and checks accuracy and completeness of information; researches problems with roll book entries; contacts instructors to process grades, drop reports and positive attendance.
5. Prepares and maintains a variety of records, reports and files; collects, compiles, verifies and records information for the generation of reports; scans, indexes and files records.

OTHER DUTIES

1. Assists with student registration processes as required; inputs student information and enrolls students in desired classes; assists students with on-line registration; makes enrollment changes for students.

QUALIFICATIONS

Knowledge of:

1. Basic goals and objectives of a college admissions and records office.
2. Applicable sections of State Education Code and other applicable laws.
3. Federal, state and local laws, rules and regulations governing student admissions and records.
4. Administrative practices and procedures, including record keeping and filing practices and procedures.
5. Modern office methods, practices and equipment.
6. Basic research techniques, methods and procedures.
7. Operation of standard business software and equipment.
8. Basic math.
9. Principles of sound business communication.

Ability to:

1. Interpret and explain rules, regulations, procedures and policies regarding student admissions, registration and records maintenance.
2. Make arithmetic calculations quickly and accurately.
3. Relate effectively to all students.
4. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.
5. Interpret, apply, explain and reach sound decisions in accordance with District policies and federal, state and local regulations and requirements.

6. Communicate clearly and effectively, both orally and in writing.
7. Prepare clear, concise and accurate reports, correspondence and other written materials.
8. Operate a computer using word processing and other business software and other standard office equipment.
9. Organize and maintain specialized files.
10. Maintain confidentiality of District files and records.
11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
12. Establish and maintain effective working relationships with District management, staff, faculty, administrators, students, other educational institutions and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and one year of progressively responsible clerical and administrative office support experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with

District management, staff, faculty, administrators, students, other educational institutions and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.