

CLASS SPECIFICATION
Admission & Records Technician II

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

GENERAL PURPOSE

Under general supervision, performs a variety of specialized and 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 II is the journey-level class in the admissions and records class series. Incumbents perform a variety of specialized technical and administrative admissions and records functions, including processing admissions applications, registering students, maintaining student records, processing transcript requests and preparing written confirmations of student enrollment, GPA or degrees earned. Incumbents are also responsible for providing technical assistance and information to students, staff and the public regarding District admissions, registration and records maintenance policies and procedures.

Admission & Records Technician II is distinguished from Records Specialist in that incumbents in the latter class perform specialized and complex duties in the evaluation and certification of student transcripts and records, whereas incumbents in the former class perform records duties focused on student academic history with the District.

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; processes mail returned by post office and contacts students to verify mailing information.
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. Processes new admissions applications; reviews completed forms for accuracy and completeness; verifies student name, address and social security number; investigates and determines residency for

tuition purposes based on state residency requirements and codes applications accordingly; makes photocopies of identification cards, tax documents and other related documentation; reviews and determines status of applications and forms; refers problems to supervisor for assistance and resolution; notifies students of need for additional information or documentation; processes petitions for admission and assists or refers re-entering students to appropriate staff.

4. Registers new, transferring and continuing students by reviewing and processing forms, inputting student information and enrolling students in desired classes; assists students with on-line registration; researches and evaluates prerequisites for course eligibility by analyzing course descriptions from other educational institutions and forwards to department head for approval as necessary; makes enrollment changes for students and refers to supervisor for processing military withdrawals, credit/no credit requests and credit by examinations.
5. Maintains student records; collects information and updates records for student name, address, social security and date of birth changes; uses computer to research and identify holds on student records; issues temporary student numbers and reclassifies non-residents; assists with inputting student grades; retrieves and provides student assessment scores; assists in tracking student goals; monitors, reviews and analyzes students performing at sub-standard levels; researches and compiles student records and provides to academic and financial aid counselors, Veteran's Office, career counselors and other admissions and records staff for use in advising students; generates and provides unofficial school documents; troubleshoots and resolves system issues in regards to student registration.
6. Prepares, alphabetizes, sorts and processes transcript requests; identifies outstanding student debts; reviews and tracks transcript history; reviews and notifies students of accounts on hold or insufficient information; researches, documents and forwards transcripts with missing or incorrect data to appropriate staff member for resolution; individually processes and mails transcripts requiring checks of repeat codes and units attempted and earned; researches transcripts not in system and verifies accuracy and completeness of hard copy transcripts with microfiche records; prints transcripts from microfilm records and files hard copy transcripts; enters coursework from hard copy transcripts in historical course enrollment records; proofreads transcripts for accuracy and completeness; generates, prints and mails transcripts and maintains records of transcript requests and mailings; generates and provides official documentation for subpoenas; processes records for law enforcement candidates.
7. Prepares written confirmations of student enrollment, GPA or degree earned; updates student data on the student national clearinghouse service; prepares official documents for medical and insurance services, subsidized housing, child care services, scholarship programs, employment or job promotion or to defer or delay loan payments.
8. Assists faculty with class rosters, reinstatements and roll book collating and distribution; provides information regarding on-line grading and dropping students; researches problems with roll book entries; contacts instructors and department heads to process grades, drop reports and positive attendance and make grade corrections; processes and enters student grades and makes corrections to grade entries; assists faculty in making positive attendance calculations.
9. 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.

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 two years 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.