ADMISSIONS AND RECORDS ASSISTANT I/II

DEFINITION

Under general supervision, provides a variety of routine-to-difficult office support for the Admissions and Records Office; performs related duties as required or assigned.

CLASS CHARACTERISTICS

Admissions and Records Assistant I is the entry-level class of this specialized office support series. Initially under supervision, incumbents learn college admissions and records procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Admissions and Records Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher class.

Admissions and Records Assistant II is the experienced-level class of this series, fully competent to perform a variety of Admissions and Records duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. This class is distinguished from Admissions and Records Technician in that the latter has primary responsibility for an assigned functional area such as verifying student residency status and coordinating the processing of transcript requests and updating student grade records.

EXAMPLES OF DUTIES (Illustrative Only)

- Receives and processes applications, transcript requests, and a variety of other forms and reviews for completeness
- Provides residency, assessment and other procedural information to students
- Collects various fees
- Registers students and calculates appropriate fees
- Codes and processes a variety of documents in accordance with College policies and procedures
- Responds to questions in person, by telephone and online to provide information and refers students to appropriate College offices
- Opens and processes incoming mail, logs faxes, and distributes to appropriate staff
- Compiles mailing lists and packets of information and prepares labels
- Reviews and maintains a variety of files and records
- Prepares a variety of special and periodic reports
- Types a variety of documents and materials
- Proofreads and checks typed and other materials for accuracy, completeness, compliance with College policies and correct English usage, including grammar, punctuation and spelling
- Enters and retrieves data and prepares reports from computer systems, following established formats
- Operates standard office equipment
- Performs a variety of general office support activities
- Performs related duties as required or assigned

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.
QUALIFICATIONS (Continued)

Knowledge of:

- Federal and state laws and College policies, procedures and operations relating to the Admissions and Records Office
- Office administrative practices and procedures, including recordkeeping and filing practices and procedures and the operation of standard office equipment
- Correct English usage, including spelling, grammar and punctuation
- Business mathematics
- Operation of computer equipment and various software programs including student information systems, word processing, database management and spreadsheet computer applications software

Skill in:

- Reading, interpreting and explaining rules, policies and procedures
- Performing detailed office support work accurately
- Taking cash, returning change and balancing monies
- Making accurate mathematic calculations
- Using initiative and sound judgment within established procedural guidelines
- Operating standard office equipment, including personal or on-line computer equipment
- Typing or operating a keyboard with sufficient speed and accuracy to enter data and prepare correspondence and reports in a timely manner
- Maintaining confidentiality of information
- Understanding and carrying out oral and written directions
- Communicating effectively both orally and in writing using tact and diplomacy
- Establishing and maintaining effective working relationships with those contacted in the course of the work

Note: Specific positions may require or desire bilingual skill in a designated second language.

Other Requirements:

- Must be willing to work evenings and weekends at various College sites.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

**Admissions and Records Assistant I:** Equivalent to graduation from high school and two years of general clerical or office assistant experience.

**Admissions and Records Assistant II:** In addition to the above, one year of experience in providing a variety of office support and records processing duties in a college admissions and records office at a level equivalent to the College's class of Admissions and Records Assistant I.

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