ADMISSIONS AND RECORDS TECHNICIAN I/II

DEFINITION
Under general supervision, performs a variety of technical and office administrative duties in support of the college's Admissions and Records Office; performs related work as assigned.

CLASS CHARACTERISTICS
Admissions and Records Technician I is the entry level class of this technical series. Initially under supervision, incumbents learn technical concepts and procedures related to Admissions and Records work. As experience is gained, there is greater independence of action within established guidelines and policies. This class is alternately staffed with Admissions and Records Technician 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 Technician II is the experienced level class of this series, fully competent to perform the full range of technical Admissions and Records duties. The nature, diversity and scope of work performed require the use of discretion, initiative and sound judgement, plus a familiarity with College and course requirements and equivalencies.

EXAMPLES OF DUTIES (Illustrative Only)
- Provide technical assistance and information, registration for admissions and records, including attendance, transcripts, certificates and diplomas
- Verify and input various student record information, including grades, residency, and petitions
- Receive and evaluate student records for general education, including units completed, certification for state colleges and universities
- Complete and maintain documentation of determinations and enter information into the database
- Learn and interpret admissions and records policies, such as course repetition, incompletes, applications, residency and registration, and apply them in a variety of procedural situations
- Verify transcripts from other educational institutions
- Compile information and prepare a variety of administrative, technical and statistical reports that may involve projecting future class, student and full time equivalent totals
- Assist in proofreading college documents, including Schedule of Classes
- Effectively respond to crisis situations
- Direct the work of staff on a project basis
• Train others in work procedures
• Interpret, clarify and communicate college requirements and evaluations
• Calculate and verify grade point averages
• Coordinate the collection and input of student attendance and grade documentation
• Provide information and assistance, in person, over the phone and via the Internet to students, staff and the public related to college functions and Admissions and Records policies, requirements and procedures
• Prepare official College transcripts
• Coordinate systems and carry out special projects
• Receive, review and process Admissions and Records documents
• Register students
• Calculate and collect fees
• Authorize refunds as required
• Perform 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.

Education and experience:

Any combination of education and experience equivalent to:

Admissions and Records Technician I: Equivalent to graduation from high school and three years of experience with a high volume of customer/student contact and in reviewing, maintaining and updating complex documents (such as admissions and records, hospital, or real estate/title company records). College level coursework in an appropriate field is desirable and may be substituted for the experience on a year for year basis for a maximum of two years. Experience in an educational setting is desirable.

Admissions and Records Technician II: In addition to the above, one year of experience providing technical support to and making official determinations in a college admissions and records office at a level equivalent to the College's class of Admission and Records Technician I.

Knowledge of:

• Federal, state and college laws, rules, regulations and policies relating to admissions, registration and student records
• Office administrative practices and procedures, including filing and the operation of standard office equipment
Knowledge of: (cont’d)

- Techniques for dealing with people of diverse academic, ethnic, and socioeconomic backgrounds
- Effective customer service techniques and etiquette
- Business data processing principles and the use of word processing or personal computing equipment
- Proper form for correspondence and other written materials
- Business mathematics, including percentages and decimals
- Correct English usage, including spelling, grammar and punctuation
- Recordkeeping principles and procedures for both computer and paper systems

Skill in and ability to:

- Use initiative and sound independent judgment within policy guidelines
- Organize, prioritize and coordinate work activities
- Organize, research and maintain office files
- Make accurate mathematic calculations with speed and accuracy
- Take cash, return change, and balance monies
- Meet critical deadlines
- Operate standard office equipment
- Establish and maintain effective working relationships with those contacted in the course of work

NOTE: Specific positions may require or desire bilingual skills in a designated second language.

Other requirements:

- Must be willing to work evenings and weekends at on- and off-site campus locations, as necessary.
- Sitting and operating a computer keyboard to enter data into a computer terminal for extended periods of time, as necessary