



## **ADMISSIONS AND RECORDS ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of clerical and administrative duties in support of Admissions and Records staff; provides general information and assistance to students regarding admissions, student records, registration and enrollment; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This classification performs the full range of clerical duties in support of Admissions and Records department, staff and functions. Positions at this level work independently, and exercise judgment and initiative in their assigned tasks, may receive occasional instructions or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

Management reserves the right to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support and assistance in the day-to-day operations of the admissions and records staff; scans documents, sorts and distributes mail; screens calls and visitors; assists students and visitors at the front counter and directs to appropriate locations and/or staff; responds to requests for information; and assists in interpreting and applying rules, Title 5 regulations, board policies, legal procedures from the State Chancellor's office
- Provides support for student registration and matriculation services; assists in administration and processes a variety of forms; assists with the intake of high school concurrent admissions students; processes dual enrollment/ccap forms, reviews and processes applications, processes transcripts, transcripts request, and admissions enrollment verifications.
- Enters data in multiple data screens of the computer system to process paperwork submitted by students, staff, faculty, and others regarding but not limited to; grade change forms, course repetitions, residency petitions, incomplete grade contracts, overlapping class approvals, graduations applications, audit request forms, credit/no credit request forms, and extenuating circumstances/excuse withdrawal petitions.
- Receives and processes requests for student records, transcripts, certificates, and transfer requirements; processes student applications for certificates and degrees; and verifies information accuracy and completeness.
- Receives and responds to requests for information from faculty and instructors with respect to census deadlines, student grades, attendance documentation and related matters.
- Intakes and reviews applications, forms, and reports; applies departmental and program policies and procedures in determining completeness of applications and records; within established guidelines, may approve or deny requests; prepares, copies, collates, and distributes documents.

- Maintains and creates student files and records; inputs and maintains required data in the system for state mandated reports, apportionment reports, California Virtual Campus Student Validation reports; compiles, and tracks pertinent data; prepares, processes, and maintains a variety of records and reports on program activities; and compiles data and generates reports.
- Assists in maintaining spreadsheets for special programs purposes; batch records processing for admissions, enrollment of credit and non-credit courses, and data collect for assigned area, and serves as liaison for an assigned pathway, special programs and special needs groups.
- Schedules, coordinates, and conducts workshops, admissions orientations, and other events for new or prospective program participants.
- Assists in the development, maintaining of webpages for admissions and records, develops marketing materials such as flyers, bulletins, brochures, and other informational media to increase awareness of services and programs related to admissions, records, and international students.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations and activities of the student services area(s) to which the position is assigned.
- Business and office administrative practices and procedures.
- College registration and matriculation process and services.
- Methods and techniques of developing a diverse range of documents and forms.
- Methods and techniques of compiling and generating reports.
- Principles and practices of proctoring exams.
- Financial aid guidelines and application processes.
- Principles and practices of supporting student success programs and services, and retention strategies.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Community resources available to students.
- Record keeping principles and practices.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Provide varied and responsible clerical support to assigned student services programs.
- Understand, interpret, and apply District policies, rules, and regulations.
- Evaluate student documentation to ensure proper and accurate completion.
- Perform registration and admissions tasks for large groups of students in limited time frames.
- Assist students in the completion of multiple forms and documents in assigned area.
- Make accurate mathematical calculations.
- Maintain confidential and comprehensive files and records.

- Set up and proctor exams within established parameters.
- Assist in planning and implementing outreach events, job fairs and information sessions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform the work.
- Understand and carry out oral and written directions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college-level coursework in a related field.

Experience:

- Two (2) years of closely related experience in administrative clerical support, preferably in an educational setting.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.