



Approved by the Board of Trustees on September 12, 2023
FLSA: Non-Exempt

ADMISSIONS AND RECORDS SPECIALIST

DEFINITION

Under general supervision, provides technical support services for Admissions and Records. Performs a variety of clerical, administrative and analytical duties in support of Admissions and Records department staff; provides detailed information, data completion and assistance to students and faculty regarding admissions, student records, evaluations, 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 provides support in Admissions and Records, where the focus is on providing students with the tools, services and programs which contribute to self-sufficiency and academic success. Incumbents work independently, completes complex task, exercise judgment and initiative, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Admissions and Records Specialist in that the latter performs the more complex program coordination work, and/or provides technical training and functional direction over lower-level staff. This class aids and works in tandem with Senior Admissions and Records Specialist, Admissions and Records Assistant to ensure completion of departmental duties.

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.

- Participates in the development, provides administrative support and implementation of admissions, records, evaluations policies and procedures for Admissions and Records. Researches, analyze, responds and completes dual enrollment, concurrent admissions, CCAP forms, batch enrollments, student admissions & records related forms, academic transcript evaluations, academic renewals, residency petitions, subpoenas requests, and forms; by implementing and making decisions based on Title 5 regulations, Student Attendance Accounting Manual, local board and administrative policies, and legal procedures from the State Chancellor's office.
- Downloads, imports, and moves-to-student the admissions applications data from the online application into the college student information system (SIS), enrollment management system (EMS), student online enrollment tool (SET), identifies and corrects error reports; addresses issues affecting access and functionality of the college's applications. Updates online application control center to manage admissions applications functionality; sets academic term dates and runs applicant submission reports; communicates with other departments, state chancellor office, and outside agency.
- Verifies, reviews and processes applications, forms, and reports; applies departmental and program policies and procedures when determining completeness of applications, records, files; and scans transcripts and other documents as required by record retention manual.

- Analyzes and evaluates student records, transcripts, course descriptions, course sequencing, program, certificate, and transfer requirements, and course level; conducts formal detailed evaluations of incoming transcripts, unit values and grading systems; determines equivalencies to College coursework; evaluates student applications for certificates and degrees; verifies information accuracy and reports inconsistencies; reviews and assesses requests for adjustments to student academic records in compliance with state regulations and District policies. Posts and awards AA/AS degrees, state approved certificates, local certificates, certificates of completion, CSU General Education (GE) breadth requirement certification, and Intersegmental General Education Transfer Curriculum (IGETC).
- Evaluates, enters coursework data, and processes student coursework from other colleges to determine equivalencies to VVC coursework utilizing various resources such as online proprietary databases, college catalogs, and other public websites and archives. This provides counselors and students with information about prerequisite values, placement recommendations, and certifications for transfer (IGETC and CSU breadth) and credit aware information for Advanced Placement, International Baccalaureate, CLEP, military credit, and foreign coursework.
- Assist and performs ad hoc queries, monitors workflow of office through monthly accounting of work completed, and generates statistical reports related to trend analysis and summative data from work completed in Admissions, Evaluations for use of area administrators.
- Performs special evaluations for health programs in support of all health programs, special academic programs; tracks all special program students including but not limited to RN, CNA, CDL, Justice Involved, CCAP, Fire, Police Academy students from application processing to course enrollment each semester till completion of programs.
- Processes Certificate and Degree Applications; reviews documentation such as education plans and transcripts and evaluates external courses; enters information into automated system and ensures accuracy of data.
- Serves as the college lead in determining whether students meet residency requirements for enrollment and billing purposes; makes decisions on appeals involving knowledge and analysis of Title 5 regulations as outlined in the Student Attendance Accounting Manual, legal updates from the State Chancellor's office, federal immigration policies, and local Board policy; is knowledgeable about U.S. government issued visa types. Reinstates students to classes; corrects and re-bills registration documents; processes academic renewals and verifies student grade point average; notifies students and counselors regarding academic renewal status. Inputs and maintains required data in the system for state mandated reports, apportionment reports, National Clearing House, California Virtual Campus Student Validation reports.
- Analyzes, evaluates, researches, and process student records accordance with district, state and office policies, various student petitions and instructor initiated requests, including batch processes and individual processes including but not limited to, academic renewals, prerequisite drops, grade change forms, course repetitions, residency petitions, enrollment verifications, transcript request, incomplete grade contracts, overlapping class approvals, graduations applications, audit request forms, credit/no credit request forms, and extenuating circumstances/excuse withdrawal petitions, as well as all student information changes; makes changes to student records such as authorized posting of grades, awards, certificates, reinstatement and adding/dropping classes.
- Monitors requests for program services; provides students with career and vocational information and program requirements; consults with a variety of agencies to address student needs; refers students to tutoring or counseling services; serves as an advocate for students to other service providers.
- Serves as the designated school officials (DSO) maintaining SEVIS for F-1 Visa student records that includes implementation, compliance, maintenance, I-20 issuance, tracking and submissions of appropriate documentation; ensures accuracy and timeliness of reported information to SEVIS; conducts input and monitoring of data for initial and continuing students; serves as principal source of knowledge and interpretation of government regulations; immigration, and residency requirements, and issues affecting international students.

- Reviews and processes international student applications for admission to the college. Responds to inquiries from prospective international students, parents, family members, school personnel, and community members regarding admission requirements, applications procedures, the visa application process, academic programs, and campus and city environment and services.
- Works with faculty and adjunct to verify authorization codes and census deadline; ensures grades and positive attendance are received in a timely manner.
- Ensures missing grades, positive attendance, prerequisite mismatch classes are resolved.
- Assists, researches, evaluates, and maintains 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..
- Oversees and coordinates the processing of a variety of documents related to the assigned student service area; maintains and creates student files and records; inputs, maintains, and downloads data from databases.
- 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:

- District academic policies and procedures pertaining to admissions and transfer requirements.
- District and funding agency financial aid requirements policies, processes, and procedures.
- Principles and practices of supporting student success programs and services.
- Methods and techniques of assessing student records and transcripts for equivalency to District requirements.
- Methods and techniques of mentoring students on job interviewing/preparation skills to promote their success in obtaining employment.
- Local employers, employment trends and other factors which influence students' ability to access employment.
- Principles of reasonable accommodation as it relates to student matriculation, attendance, testing and equipment.
- A diverse range of programs available to students, including eligibility requirements and application processes.
- District and community resources available to students.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Educational challenges experienced by at-risk students, and resources to address these challenges.
- Community socio-economic and cultural demographics.
- Understanding of the methods and devices used to enhance communication with deaf and hard-of-hearing students.
- Juvenile justice systems as they relate to student eligibility and monitoring within assigned programs.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level/volume 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:

- Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
- Evaluate student documentation to determine eligibility for admission, and/or program participation.
- Assess student needs and coordinate educational and personal community-based services.
- Work effectively with a multi-cultural and diverse student population including low-income, at-risk and special needs individuals.
- Evaluate and coordinate the educational services and equipment needed for students with disabilities.
- Maintain confidential and comprehensive files and records.
- Work with students and local employers to facilitate student access to local employment.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal 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 an associate degree with coursework in social services, education, or a related field.

Experience:

- Three (3) years of increasingly responsible closely related experience in admissions and records providing support to a comprehensive student education or services program, social services program, or a related field.

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.