



| TITLE                                             | CLASSIFICATION | SALARY GRADE/ASSIGNMENT |
|---------------------------------------------------|----------------|-------------------------|
| ADMISSIONS AND RECORDS TECHNICIAN II              | CLASSIFIED     | GRADE: I<br>MONTHS:     |
| BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY |                | Board Approved: 4/00    |

**JOB DESCRIPTION:**

Under general supervision, perform moderately complex clerical work in the areas of admissions and records; supervise student assistants and short-term, non-continuing personnel; may act as a lead worker to Admissions & Records Technician I's within the department; and perform related work as required.

**SCOPE:**

The Admissions and Records Technician II completes moderately complex clerical work in a specialized area of the Admissions and Records Office; provides informational and technical services for students, faculty, college staff, and the public.

**DISTINGUISHING CHARACTERISTICS:**

The Admissions & Records Technician II is distinguished from the Admissions & Records Technician I by performing analysis and/or making determinations of residency status, processing and maintaining verification requests or petitions to waive college regulations, and approving requests for refunds/fee reversals. Incumbents in this classification also direct scanning and imaging process of student records, and/or orders and maintains office supply inventory.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Trains staff in District regulations, policies and procedures related to Admissions & Records.
2. Analyzes and determines residency status on applications for admission within District and educational program regulations and guidelines.
3. Researches and processes requests for General Education, Intersegmental General Education Transfer Curriculum (IGETC), and Associate's degree requirements.
4. Performs preliminary preparation of grade changes and records correction both electronically and on paper.
5. Determines eligibility for, processes, and maintains verification requests.
6. Processes and maintains petitions to waive college regulations.
7. Approves and/or processes requests for refunds and fee reversals.
8. Places and lifts admissions/registration holds.
9. Interacts directly with students, faculty and staff in communicating and interpreting college academic policy.
10. Processes requests for prerequisite challenges/equivalencies.

11. Collects, processes, and maintains faculty/student/course rosters.
12. Records and tabulates student demographic and statistical information for various departments, District area high schools, and community groups; and compiles information for various reports.
13. Serves as technical advisor in answering questions regarding District requirements, policies, and procedures to students, staff, and public.
14. Audits transcripts for completeness and accuracy prior to mailing.
15. Maintains accurate electronic documents and written duplications.
16. Directs scanning and imaging processes for transcripts and other student records.
17. Ensures maintenance of accurate records and filing system.
18. Orders and maintains office supply inventory.
19. Ensures proper collection, posting, and reconciliation of registration payments and other delinquencies.
20. Participates in community outreach efforts, events, and special off-campus and on-site registration services.
21. Processes enrollments for "special programs."
22. Obtains from Accounting and delivers to Admissions monies for opening of cash drawers and delivers previous day's receipts to Accounting.
23. Opens, retrieves and places daily deposits in safe and secures vault at the close of business day.
24. May train and direct the work of Admissions & Records Technicians I & II, student assistants and short-term, non-continuing personnel.
25. Supervises student assistants and short-term, non-continuing personnel.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Perform moderately complex admissions and records responsibilities; type with accuracy from clear copy or handwritten notes; understand and carry out oral and written directions; interpret, apply, and communicate the rules, regulations, and policies of the District's Admissions and Records Office; operate a personal computer and enter data into computer database; supervise student assistants; meet with the public tactfully and courteously and answer questions over the counter and by telephone; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

### **KNOWLEDGE OF:**

Modern office methods and equipment, including computerized and manual records systems; proper reception and telephone techniques; proper English usage, spelling, vocabulary, and grammar; composing letters and writing reports; techniques in training and supervising students; operation of personal computer software program, including word processing.

Preferred Knowledge:

College Admissions & Records office policies and procedures.

**MINIMUM QUALIFICATIONS:**

*A combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

*Education:*

Graduation from high school.

*Experience:*

One year experience in an Admissions & Records office. Experience in a college office is preferred.