



| TITLE | CLASSIFICATION | SALARY GRADE/ASSIGNMENT |
|--|----------------|--------------------------|
| ADMISSIONS AND RECORDS TECHNICIAN | CLASSIFIED | GRADE: I MONTHS: |
| BOARD POLICY REFERENCE: 2008/2009 CLASSIFICATION STUDY | | Board Approved: 08/11/09 |

JOB DESCRIPTION:

Under general supervision, perform confidential, technical duties in the areas of admissions and records; assist students with application and enrollment processes; serve as initial and primary customer service contact for the general public; and perform related work as required.

SCOPE:

The Admissions and Records Technician completes detailed technical duties in the Admissions and Records Office adhering to established District policies and regulations; provides informational and technical services for students, faculty, staff, and the public.

KEY DUTIES AND RESPONSIBILITIES:

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

1. Understand and implement Family Educational Rights and Privacy Act of 1974 (FERPA) and Title 5 regulations as they pertain to a student's right to privacy and accuracy and retention of academic records.
2. Processes enrollments for special programs.
3. Ensures that fees are accurately collected, posted, reconciled, and sent to the Accounting Office.
4. Determines eligibility for, processes, and maintains requests for enrollment verifications.
5. Assists with processing petitions to waive college regulations.
6. Processes requests for refunds and fee reversals.
7. May place and lift admissions/registration holds.
8. Records and tabulates student demographic and statistical information for various departments, area high schools, and community groups; compiles information for various reports.
9. Interacts directly with students, faculty and staff in communicating and interpreting college academic policy; trains staff in District regulations, policies and procedures related to Admissions and Records.
10. Performs history checks, collects and posts payments, prints and audits official transcripts for completeness and accuracy prior to mailing.
11. Maintains documents, ensuring accurate filing and record keeping, including coding of documents.
12. May order and maintain office supply inventory.
13. Participates in community outreach efforts, events, and special off-campus and on-site registration services.
14. May supervise and train student assistants and short-term, non-continuing (STNC) employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform detailed admissions and records responsibilities; 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 accurately 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:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school.

Experience:

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