CLASS TITLE: ADMISSIONS AND REGISTRATION CLERK

BASIC FUNCTION:

Under the direction of an assigned manager, this position performs a variety of duties involved in the enrollment & registration of new and continuing students; assists and performs routine student support services by processing open-entry registration for students with varying levels of English proficiency; makes arrangements for weekly placement tests and updates the ESL database with enrollment information. In addition, the incumbent responds to student questions based upon established policies and procedures for noncredit admission. Other decisions, such as student requests for changes in established policies and procedures, are referred to a higher authority.

ESSENTIAL FUNCTIONS:

- Processes requests and provides information to students regarding registration status;
- Assists in the registration process of prospective, incoming, and current students throughout the term; drop/add students in Banner;
- Verifies and monitors students attendance through the ESL database and Portal;
- Monitors classroom and space availability, resolves scheduling conflicts, and contacts students on the waiting list based on space availability;
- Communicates effectively with a diverse population including faculty, students, and staff;
- Operates standard office equipment and systems to record, store and retrieve information;
- Learns and applies emerging technologies as necessary to perform duties in an efficient and organized manner; and,
- Performs related duties as assigned

KNOWLEDGE AND ABILITIES:

Knowledge of:

- College admission rules, policies, and procedures
- Intercultural communication skills and strategies
- Current office practices and procedures
- Various computer software programs

Ability to:

- Type 30 wpm
- Utilize excellent interpersonal skills
- Utilize excellent written and oral communication
- Communicate in languages other than English (Bilingual skills strongly preferred)
- Utilize professional customer service skills, particularly in challenging situations
- Work independently
- Work in a culturally and linguistically diverse community
EDUCATION AND EXPERIENCE:

High School Diploma
Six months of closely related work experience

LICENSES AND OTHER REQUIREMENTS:
The incumbent must have the ability to get to a variety of locations. This is usually accomplished by driving a vehicle to said locations. If operating a vehicle, the ability to secure and maintain a valid California driver's license is required.

WORKING CONDITIONS:

ENVIRONMENT:
Typical office environment

PHYSICAL DEMANDS:
Ability to lift up to lift up to 25 lbs
Occasional walking or standing
Dexterity of hands and fingers to operate a computer keyboard
Seeing to read a variety of materials
Sitting for extended periods of time
Hearing and speaking to exchange information and make presentation