

ADMISSIONS AND RECORDS SPECIALIST I

DEFINITION

Under direct supervision, provides student support services by researching and processing requests for information, including transcripts, applications, residency status, certificates, and other documents; ensures requested information is provided efficiently and accurately; provides information and assistance to students and visitors regarding registration, student records, and admissions.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Supervisor, Student Services. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry-level class in the Admissions and Records Specialist class series. Initially under close supervision, incumbents with basic clerical experience perform routine administrative and office support duties, including document preparation, record keeping, researching, compiling, and organizing information from various sources, screening phone calls and visitors, and directing questions to the appropriate staff. Initially, work is usually supervised while in progress and fits an established structure or pattern and exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence. This class is distinguished from the Admissions and Records Specialist II in that the latter performs more advanced administrative and technical student support services, including evaluation of certificate requirements and access to assign and change credit values, requiring additional training and/or experience.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs student support services to support departmental operations, including processing transcripts, researching and verifying residency status, updating student records, and registering students.
2. Answers questions from students and visitors regarding registration, admissions, and student records policies and procedures of the District.
3. Processes official and unofficial transcripts, including receiving and sending out transcripts to students or requestors; researches and resolves issues with transcript requests and student holds; ensures requests are processed in a timely and accurate manner. May collect payments, and deliver deposits.
4. Reviews transcripts and applies pre-approved articulation agreements for course eligibility and prerequisite overrides.
5. Maintains and updates student records database.
6. Coordinates organizing, sorting, and categorizing of documents into the imaging system; provides training and direction to student workers.
7. Assists students with registration process, including online accounts and applications and late adds and reinstatements.
8. Processes residency reclassification requests and nonresident tuition exemption requests; ensures appropriate documentation and updates student records.

9. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
10. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
11. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
12. Screens calls, visitors, and incoming mail; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
13. Composes, types, formats, and proofreads a variety of routine letters and documents.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
16. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
18. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
19. Prepares and delivers oral presentations related to assigned areas as required.
20. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Student admissions and records rules, processes, and procedures of a college.
3. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
4. Record keeping principles and procedures.
5. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
6. English usage, spelling, vocabulary, grammar, and punctuation.
7. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

4. Learn, apply, and explain the admissions and records rules and procedures of the District.
5. Provide information and assistance to students and staff.
6. Maintain records and prepare reports.
7. Learn, interpret, and apply federal, state, and local, administrative, and departmental laws, codes, regulations, policies, and procedures.
8. Prepare basic correspondence and other written materials.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. One (1) year of general office clerical experience, preferably in an admissions and records office.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

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 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. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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

Amended: 6/2023