Mt. San Antonio Community College

CLASS TITLE: Supervisor, Admissions and Records

Salary Schedule Level: S-11
First Step Salary: TBD

BASIC FUNCTION:

Under the direction of the Dean of Enrollment Management, the successful candidate would be a member of the Admissions and Records leadership team and serve as an expert resource to the unit, division and campus. The incumbent would be expected to help improve Admissions and Records processes and procedures while being knowledgeable about local, state and federal regulatory mandates, issues and opportunities. This position would be tasked with providing learning supports for faculty, staff and students who need to understand and/or utilize CCC Apply, BANNER, Luminis, DegreeWorks and other student administration systems. The incumbent is responsible for hiring, training, scheduling, supervising and evaluating student/hourly staff. The position is responsible for setting and adjusting the workloads and task assignments of the clerical and student/hourly employees during the evening hours. Finally, this position would serve as the supervisorial bridge between the early shift and the evening shift in the Office of Admissions and Records and other Student Services areas providing services during evening hours.

REPRSENTATIVE DUTIES:

- Supervises the Admissions and Records operations in the evening hours including the clerical and hourly support

- Coordinates the imaging, storage, retrieval and maintenance of hardcopy records that support the Admissions and Records function

- Provides detailed information on campus, local and state policies and procedures related to Admissions and Records to interested constituency groups

- Develop training programs designed to introduce, support, train and retrain various campus constituents on the effective utilization of the various computing systems that support the admission, registration and successful enrollment of students

- Adjusts student records (e.g., applications, prerequisites, personal information, etc.) in various student information systems, as required

- Interviews, hires, trains and supervises clerical and hourly staff

- Serve on campus committees as assigned

- Perform other duties as assigned

KNOWLEDGE AND ABILITIES:

- Current MT. SAC Policies and Procedures

- Title 5 regulations and applicable sections of the State of CA Educational Code

- Federal Education Rights and Privacy Act (FERPA)

- Familiarity with college admission, registration and records processes

- Effectively communicate both verbally and in writing to individuals and large groups

- Methods and procedures for the distribution and collection of record keeping documents

- Techniques and skills related to effective problem-solving conflict mitigation

- Interpersonal skills using tact, patience and courtesy

- Establish and maintain cooperative and effective working relationships with others

- Ability to work independently at a variety of tasks to meet schedules and deadlines

- Ability to work accurately to keep confidential all information related to student records

- Assemble data and prepare reports using logic and creativity

- Operation of computer and assigned software

EDUCATION AND EXPERIENCE:

- A Bachelor's degree, Master's preferred.
- Equivalent to 3 years experience in Admissions and Records. Five years of related Student Services experience may be substituted for the 3 years of Admissions and Records experience.

- Extensive knowledge and experience working within an Admissions and Records environment.
- Significant experience providing training support and issue resolution for students, staff, faculty and administrators strongly desired.

LICENSES AND OTHER REQUIREMENTS:
Recommended candidate for this position will be required to obtain fingerprint clearance at their cost prior to beginning employment.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL ABILITIES:
Sitting and operating a keyboard to enter and manipulate data into a computer for extended periods of time. Hearing and speaking to exchange information.

HAZARDS:
Extended viewing of computer monitor.