

ADMISSIONS AND RECORDS SPECIALIST III

DEFINITION

Under general supervision, provides a variety of complex student support services, including reviewing, evaluating, and verifying graduation requirements, academic eligibility, and registration information in accordance with District admission and registration policies; provides information and assistance to students and the public regarding registration, student records, and admissions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Enrollment Management. May provide technical and functional direction to assigned support staff and/or student workers.

CLASS CHARACTERISTICS

This is the advanced journey-level in the Admissions and Records Specialist class series. Incumbents at this level are capable of performing the most complex student support services, including evaluating transfer coursework and graduation applications and update the degree audit system and student database to reflect annual changes in the catalog. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Supervisor, Student Services in that the latter is the full supervisory-level class responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in student support services.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Reviews and evaluates transfer coursework by investigating student academic history, researching courses reflected on the transcript and ensuring appropriate credit is used to satisfy degree requirements, calculating unit values and grade points, applying appropriate articulation/subject credit, entering courses and calculations into student database and making necessary adjustments, preparing evaluation report of transferable credit, entering course prerequisites, and applying credit in the student information system; communicates findings to students, faculty, staff, and management.
2. Reviews and evaluates graduation applications, including conducting degree audits to verify requirements are met; evaluates transfer work and Advance Placement, International Baccalaureate scores; checks Grade Point Average (GPA) and honors courses; performs final graduation check at end of semester to determine completion status; updates graduation application status in student database; prints and provides awarding list to Director of Marketing for annual commencement; notifies and corresponds with students, staff, faculty, and management on status of graduation applications.

3. Prints and issues diplomas; obtains proper signatures; ensures processing of diplomas in a timely and efficient manner.
4. Compiles information and maintains records of course equivalency and eligibility information; collects data from divisions and ensures accuracy of data.
5. Inputs information into student information systems (e.g. Banner), tests, maintains, and updates equivalency data provides "reverse" articulation, prerequisite eligibility, and evaluations of transfer coursework.
6. Responds to questions regarding institutional and transfer course requirements and web audit outputs.
7. Inputs the general education and degree/major/certificate changes, additions, and deletions in the degree audit system; tests and troubleshoots campus audit system issues; refers technical issues to the Information Technology Department; ensures accuracy of data.
8. Answers questions from and provides support services to students and visitors regarding registration, admissions, student records, and other student services policies and procedures of the District; processes late adds, reinstatements, transfers, Petitions for Exceptional Action, transcripts, residency reclassification requests, enrollment verification, nonresident tuition exemption, and other related student services requests.
9. Compiles information and data for various reports; checks and ensures accuracy of the data.
10. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
11. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
12. 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.
13. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
14. 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.
15. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
16. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
18. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
20. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.

21. Prepares and delivers oral presentations related to assigned areas as required.
22. 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 community college or equivalent admissions and records rules, processes, and procedures in an equivalent institution or function.
3. General education course information for eligibility process and graduation review.
4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
7. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. 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. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
5. Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
6. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
7. Respond to and effectively prioritize multiple phone calls and other requests for service.
8. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
9. Make accurate mathematical and basic statistical computations.

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. Five (5) years of general office clerical experience, including three (3) years of performing duties in student records maintenance and/or an admissions office, or
3. Two (2) years of experience equivalent to a position at the Admissions & Records Specialist II.

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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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

Amended: 6/2023