



JOB TITLE: ADMISSIONS & RECORDS SUPERVISOR

Classification: Supervisor
Salary Range: 21

Retirement Type: PERS*
Revised/Board Approved: August 21, 2017

BASIC FUNCTION:

Under the direction of the Registrar, plan, organize and coordinate day-to-day activities of the admissions and records office; oversee student registration, admissions, records evaluation and records maintenance; coordinate and participate in specialized and technical clerical work in admissions, registration and records areas; train, supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

Plan, organize and coordinate the accurate, timely and efficient operations and activities of the admissions and records office; oversee student registration, admissions, records evaluation and records maintenance.

Oversee the staffing and the day-to-day operations of the Admissions Front Counter, the Registration Help Line, and the main telephone line of Admissions & Records; the update of telephone scripts, and the flow and execution of efficient student service.

Train, supervise and evaluate assigned staff, recommend various personnel actions including selection, discipline, termination, reassignment, promotions and others; participate on interview panels as requested. Develop, implement, and monitor part-time employee work schedules. Propose and monitor the budgets assigned to part-time and student employees.

Plan, organize and coordinate specialized and technical clerical work in assigned admissions, registration, and records areas; schedule and assign work; establish priorities and adjust assignments to assure timely completion.

Plan, coordinate and organize the registration of students provide work direction to classified, temporary classified, temporary non-classified, and student workers.

Provide technical direction and information on matters pertaining to the interpretation of admissions and records guidelines and policies; research, interpret and clarify admissions and records policies as requested.

Coordinate student records management; oversee the entering and retrieval of grades and distribution of grades; transcript processing; verification of enrollment processing.

Answer questions and provide technical information, assistance and training to District personnel and students concerning admissions, records, registration requirements and procedures and the recording and reporting of attendance and grades; interpret, apply and explain District and State rules, regulations, policies and procedures; receive and respond to issues of students.

Prepare a variety of narrative and statistical records and reports related to assigned activities.

Operate a computer and scanner to enter a variety of data and generate reports; operate other office equipment as assigned.

Evaluate and process grade changes, add/drop requests as appropriate, petitions for course repetition, late adds, general petitions, and other assigned petitions; ensures compliance with State or College policies.

Supervise residency status, functions, and petitions according to established policies and guidelines. Serve as the primary appeal for residency issues.

Serve as liaison between Admissions & Records and relevant outside agencies, organizations, and vendors.

Attend a variety of meetings, workshops and conferences as assigned; maintain current knowledge of laws and regulations related to assigned activities; serve on assigned committees.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Any combination equivalent to: bachelor's degree in a related field and three years increasingly responsible experience in a college admissions and records office.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Regulations, policies, Educational Code and other requirements related to community college admissions, registration and record-keeping.

Community college organization, operations, policies and objectives.

Operation of a computer and assigned software.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

Business math.

Principles and techniques of supervision and training.

Oral and written communication skills.

Record-keeping techniques.

Higher education student enterprise systems.

Abilities/Skills:

Plan, organize and coordinate the day-to-day activities of the admissions and records office.

Interpret, apply, explain and assure compliance with applicable policies, rules and regulations.

Train, supervise and evaluate personnel.

Communicate effectively both orally and in writing.

Analyze situations accurately and adopt an effective course of action.

Maintain records and prepare complex statistical reports.

Organize, coordinate and oversee office activities.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Work confidentially with discretion.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.