



## **JOB TITLE: ADMISSIONS & RECORDS SPECIALIST**

Classification: Classified  
Salary Range: 33

Retirement Type: PERS\*  
Board Approved: July 20, 2020

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### **BASIC FUNCTION:**

Under general supervision, the Admissions & Records (A&R) Specialist performs a variety of highly specialized, technical admissions and records issues and procedures. Serves as a point of contact for deans, faculty, and administrators in addition to providing assistance to students and the general public. Provides policy interpretation and advisement services regarding admissions procedures, records, and registration.

### **REPRESENTATIVE DUTIES:**

Resolves non-routine and/or highly specialized technical issues related to admissions and records policies or procedures with minimal to no supervisory guidance or approval required. Responds to inquiries in a timely manner and provides detailed information concerning related activities, standards, priorities, time lines, requirements, policies, and procedures.

Analyzes data, systems, and/or the overall context of a problem and determines best course of action (i.e., determining state residency requirements for obscure or non-routine cases, troubleshooting student system glitches, resolving registration and/or student account problems, etc.)

Meets with students to review current non-resident status and determines whether they may be reclassified from non-resident to resident. Notifies student of determination.

Interfaces with deans, faculty, and administrators to provide updates on courses and student enrollment. Receives and responds to requests from faculty and other departments. Serves as a resource for information exchange on A&R policies and procedures. May enlist support from deans, faculty, and administrators to ensure compliance with A&R policies and procedures.

Investigates and collects appropriate documentation to make official determinations on general and non-routine petitions regarding no shows, drops after the withdrawal deadline, military withdrawals, etc. Processes and notifies students of decisions. Refers more complex cases to the Registrar.

Processes and maintains records on advanced transactions such as advanced placement, section changes, grade changes and corrections, substitutions, waivers, reinstatements, and referrals. Refers more complex cases to the Registrar.

Serves as the primary point-person for student record subpoenas. Reviews subpoena to ensure it is legitimate and enforceable. Gathers material housed within A&R that specifically respond to the subpoena. Reviews material and removes information through separation or redaction of

copies, as appropriate, that the requestor is not entitled to receive. Follows departmental protocols for releasing student information.

Trains and provides work direction and guidance to designated personnel. Reviews work for accuracy, completeness, and compliance with established requirements and procedures.

Attends and participates in various meetings to represent the department as needed. Offers information and insights on various A&R operations, policies, and procedures.

Knowledge of and ability to perform duties of an A&R Technician I and II.

Performs other related duties as assigned or requested.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

AA degree or two (2) years of college level coursework.

Two (2) years of increasingly responsible experience in a related student services program.

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

Familiarity with a college admissions and records office environment highly desired.

Familiarity with State Education Code and other applicable laws.

Familiarity operating a computer and utilizing standard office software.

Knowledge of administrative practices and procedures.

Knowledge of federal, state, and local laws/rules/regulations governing admissions and records.

#### Abilities/Skills:

Skilled at basic research techniques, methods, and procedures.

Skilled at record-keeping.

Skilled at establishing and maintaining accurate filing systems and records.

Skilled at organizing work and setting priorities.

Skilled at exercising tact and diplomacy at all times.

Ability to report to work regularly and consistently.

Ability to follow departmental procedures, District policies, and other regulatory requirements.

Ability to learn new office equipment and navigate online systems.

Ability to interpret and explain rules, regulations, procedures, and policies.

Ability to relate effectively to students and other office visitors.

Ability to establish and maintain positive and effective working relationships.

Ability to exercise sound judgment.

Ability to communicate clearly and effectively both orally and in writing.

Ability to produce clear and accurate reports and correspondence.

Ability to maintain confidentiality of District files and records.

Ability to lift up to 15 pounds without assistance.

#### Licenses or Other Requirements:

Valid California driver's license

Up-to-date FERPA training

**WORKING CONDITIONS:**

General office environment.

Extended periods of standing and/or sitting.

Movement from one work area to another as needed.

Use of arms, legs, and back to lift and carry items.

Reaching movements to retrieve files.

Subject to constant interruptions.

Requires dexterity of hands and fingers to operate office equipment.

Days and hours may vary depending on operational needs.

Some travel may be required on occasion.

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