



JOB TITLE: ADMISSIONS & RECORDS TECHNICIAN II

Classification: Classified
Salary Range: 28

Retirement Type: PERS*
Board Approved: February 18, 2020

BASIC FUNCTION:

Under general supervision, the Admissions & Records (A&R) Technician II performs a variety of specialized, technical admissions and records procedures. Provides students, staff, faculty, and the general public with information and assistance regarding admissions procedures, records, and registration.

REPRESENTATIVE DUTIES:

Assists in resolving non-routine and/or complex technical problems related to admissions and records policies or procedures. Handles specialized A&R activities and projects (i.e., researching roll book entry problems, processing complex Nonresident Tuition Exemption Requests, etc.)

Registers new, transferring, and continuing students by reviewing and processing forms, inputting student information, and enrolling students into desired classes. Assists students with online registration support as needed. Makes enrollment changes for students and refers to other personnel for processing more complex transactions.

Assembles documentation and evaluates student data to determine residency status for tuition, eligibility for academic renewal, and priority registration. Codes student record appropriately and processes paperwork according to department guidelines. Notifies student of decision or need for additional information or documentation. Refers more complex appeals and/or requests to other personnel.

Processes advanced transactions such as change of major requests, prerequisite requests, late add petitions, pass/no pass requests, credit by examination, course repetition eligibility requests, incompletes, certificates, diplomas, and transcript requests. Reviews student records and documents transactional histories.

Researches and prepares official school transcripts from historical records that are not in the system. Proofreads transcripts for accuracy and completeness. Identifies outstanding student debts and notifies students of accounts on hold or insufficient information. Contacts students, other departments, and/or outside agencies to request and verify transcripts and information as needed. Generates, prints, and sends transcripts as requested. Maintains records of transcript requests and mailings.

Prepares written verifications of student enrollment, GPA, and/or degree earned. Calculates and verifies grade point averages. Ensures data on the student national clearinghouse service is current and accurate. Prepares official verification documents for medical/insurance services, subsidized housing, childcare services, scholarship programs, employment, job promotion, loan deferments, etc.

Participates in a variety of other assigned activities such as assisting with registration functions, processing grades, verifying athletic eligibility, and other duties as assigned or requested.

Assists in proofreading College documents, including Schedule of Classes.

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

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

High school diploma or G.E.D.

Three (3) years of progressively responsible clerical or administrative office support experience.

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.