



## **JOB TITLE: ADMISSIONS & RECORDS TECHNICIAN I**

Classification: Classified  
Salary Range: 23

Retirement Type: PERS\*  
Board Approved: July 15, 2019

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### **BASIC FUNCTION:**

Under the direction of assigned supervisor, the Admissions & Records (A&R) Technician I performs a variety of established admissions and records procedures. Provides students, staff, faculty, and the general public with information and assistance regarding admissions procedures, records, and registration.

### **REPRESENTATIVE DUTIES:**

Researches and/or responds to inquiries and requests regarding registration processing, verifications, and/or issues related to the online student system. Resolves routine problems or refers more complex problems to appropriate staff member. Composes routine correspondence as needed. Ensures written replies are in compliance with policies and procedures.

Provides assistance in the day-to-day administration of the A&R office. Screens and routes incoming calls. Provides routine information to academic units, agencies, faculty, staff, and/or students. Documents messages and/or transfers calls as appropriate. Notifies students of A&R decisions as assigned or requested. Sorts mail and makes campus deliveries. Directs visitors to other staff as appropriate.

Acknowledges and greets visitors. Assists individuals requesting basic information. Provides information and/or assistance with admissions procedures, registration, records policies and procedures. Refers more complex requests to other staff.

Collects and processes tuition exemption requests, class rosters, positive attendance forms, drops, and grades. Cross-checks grades assigned to roll books and grade sheets. Distributes and collects attendance, drop sheets, and grade information for inclusion in state reports.

Processes forms, applications, and other documents. Ensures collected forms are complete. Scans and indexes documents. Verifies and enters information into a database. Edits database records and/or files as appropriate. Ensures reports generated from database are accurate and complete.

Performs other related duties as assigned or requested.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

High school diploma or G.E.D.

One (1) year of clerical or administrative office support experience.

**OTHER QUALIFICATIONS:**Knowledge/Areas of Expertise:

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

Familiarity operating a computer and utilizing standard office software.

Knowledge of administrative practices and procedures.

Abilities/Skills:

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 be flexible with schedule (evenings/weekends) to accommodate operational needs.

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:**

Office setting.

Some evening and weekend hours may be required depending on operational needs.

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.

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.