

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ADMISSIONS AND RECORDS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Chief Admissions and Records Officer (CARO) and the immediate supervisor if different, prepare, organize and maintain student records; record grades, credits, correspondence and other materials in permanent student records according to established rules, regulations and District policies; perform a variety of duties to assist students and provide information concerning admission, registration, student records, and other student services areas; microfilm and/or image records; communicate with students, staff, faculty and administrators to verify information and explain policies and procedures.

REPRESENTATIVE DUTIES:

Prepare, organize, maintain and assure the accuracy of permanent student records including coursework completed, credits earned, grades, probationary status and other items; archive and activate student records according to established procedures.

Record grades, credits, incompletes, withdrawals, repeated courses and other data using automated equipment and software; process forms and petitions for grade changes, academic renewal, and other exceptions; identify and correct discrepancies and errors in student records; input admission and registration data including adds, drops, and student identification information; identify unusual occurrences for possible alternative processing.

Evaluate students' residency status for tuition and fees, identify and clarify discrepancies, validate information, and make decisions regarding a change in status; conduct confidential interviews with applicants for residency determination.

Prepare and transmit correspondence for students, verifying student status and other information; respond to requests from other educational institutions and agencies involving student status and records; produce official and unofficial transcripts and enrollment verifications.

Maintain confidential records and files and assure compliance with privacy and record retention regulations; provide copies of student records as required by law when served with a subpoena.

Provide assistance and information to students in person, via telephone, e-mail, or other electronic means; explain admission, residency classification and student records policies, procedures and requirements; distribute, accept, and instruct students in proper completion of forms, applications and required documents; review for accuracy and completeness.

Receive and account for transcript and enrollment verification fees.

Maintain current knowledge of federal and state laws, local and College regulations, policies and guidelines which affect admission, registration, residency, and other department functions.

Operate campus switchboard or Voice Over Internet Phone (VOIP) system as assigned; receive route and direct incoming calls to appropriate personnel and departments.

Train and provide work direction student employees and other personnel as assigned.

Communicate with other District personnel to obtain and provide information, resolve data discrepancies, and refer students for further assistance.

Compile and prepare statistical and other records and reports; prepare and type letters and other correspondence using automated equipment and software specific to the assignment.

Operate office equipment including but not limited to computer, copier, calculator, printer, facsimile machine, scanner, microfilm camera and reader/printer, if assigned.

Prepare and submit requests to order supplies, materials, forms and other items required for the assignment.

Open or close office if required by position.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Processes related to preparing and maintaining student records.
- Methods of recording student grades and course work completed.
- Rules, regulations and policies related to admission, registration and student records.
- Practices of college admission, registration, and records including online services.
- Modern office practices, procedures, and equipment.
- Record-keeping techniques, methods, and data entry.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- District organization, operations, policies and objectives.
- Pertinent Education Code sections and other applicable laws.
- Customer service and basic public relations techniques.

ABILITY TO:

Communicate effectively orally and in writing.

Learn, interpret, apply, and explain rules, regulations, policies, and procedures.

Prepare, organize and maintain student records.

Perform technical record keeping duties required to enter, maintain, store and retrieve permanent student records of coursework, grades, credits earned, and GPA.

Prepare reports.

Operate office equipment including but not limited to computer and accompanying software, printer, scanner, copier, calculator, telephone switchboard, Voice Over Internet Phone (VOIP) system, microfilm camera, reader/printer, calculator, facsimile machine.

Operate computer keyboard at an acceptable rate of speed.

Establish and maintain cooperative and effective working relationships with others.

Add, subtract, multiply and divide quickly and accurately.

Train and provide work direction to others.

Understand and follow oral and written directions.

Meet schedules and time lines.

Work confidentially with discretion.

Work independently with minimal supervision.

Deal effectively with individuals from various cultural, ethnic, economic and social backgrounds.

EDUCATION AND EXPERIENCE: Graduation from high school, or Associate's or higher degree. Two years of clerical experience involving complex records maintenance, preferably including one year in a community college student services setting. Experience may be supplemented by college course work in related fields. Ability to fluently speak and understand the Spanish language preferred.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a counter, desk or computer. Incumbents are subject to extensive contact with students and the public, constant interruptions, noise from talking or office equipment, and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 25 pounds.