

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: ADMISSIONS CENTER EVENING LEAD**

### **BASIC FUNCTION:**

Under the direction of the Admissions Center Supervisor, perform complex technical work related to admissions and records; oversee the day-to-day activities of the Admissions Center during the evening hours.

### **REPRESENTATIVE DUTIES:**

Oversee the evening activities of the Admissions Center; oversee and participate in providing assistance to students, faculty, staff, and the general public including with interpreting complex rules, regulations, policies, and procedures. *E*

Take direction from and coordinate work flow with the Admissions Center Supervisor including daily job assignments and operational activities. *E*

Provide information and assistance to students with the admissions process; process admissions applications; explain requirements and restrictions. *E*

Determine residency status of student applications in accordance with State residency requirements and immigration laws; review documents, verifications, and other materials as required to verify residency status. *E*

Respond to office emergencies during evening hours; investigate and analyze situations accurately and adopt an effective course of action; prepare incident reports of unusual occurrences; receive complaints, resolve issues or refer to appropriate personnel according to established procedures. *E*

Provide technical support for evening faculty with regards to attendance and final grades. *E*

Prepare and provide student records in response to court subpoenas. *E*

Process student petitions as directed. *E*

Recommend appropriate changes of office procedures pertaining to the admissions systems. *E*

Perform computer operations to update student records and verify student information; enter and retrieve a variety of information and reports as necessary. *E*

Maintain current knowledge of college curriculum, rules, regulations, and guidelines applicable to admissions and records. *E*

Provide support in coordination of activities at the San Ysidro Education Center, the Higher Ed Center in National City and at the extension sites. *E*

Serve on appropriate college committees.

Perform related duties and responsibilities as required.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Procedures and operations of an admissions and records office.

## Admissions Center Evening Lead - Continued

- Basic principles of lead supervision and training.
- State residency laws and procedures.
- Customer service techniques.
- Modern office practices, procedures, and equipment.
- Operating characteristics of a variety of office equipment including a computer, microfiche reader-printer, and document imaging equipment.
- Applicable software applications such as word processing, spreadsheets, and databases.
- Records management principles and practices.
- District organization, operations, policies and objectives.
- Oral and written communications skills.
- Applicable sections of State Education Code and other applicable laws.
- Interpersonal skills using tact, patience, and courtesy.
- Telephone techniques and etiquette.

### ABILITY TO:

- Lead the day-to-day operations of the Admissions Center during the evening hours.
- Oversee and participate in providing excellent customer service.
- Perform specialized clerical and technical duties related to admissions and records services.
- Understand and follow oral and written directions.
- Work under diverse situations.
- Meet constantly changing deadlines.
- Use a personal computer to generate reports and department communication.
- Type at an acceptable rate of speed.
- Analyze situations accurately and adopt an effective course of action.
- Work cooperatively with others.
- Work independently with little direction.
- Maintain records and prepare reports.
- Plan and organize work.
- Work confidentially with discretion.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Perform minor repairs on equipment.
- Prioritize and schedule work.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work and three years of increasingly responsible experience requiring organizational and technical skills in a high public contact environment

### WORKING CONDITIONS:

#### ENVIRONMENT:

- Office environment
- Constant interruptions.

#### PHYSICAL ABILITIES:

- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.

Admissions Center Evening Lead - Continued

Bending at the waist.

Hearing and speaking to exchange information on the telephone or in person.

Lifting, carrying, pushing, and/or pulling light to moderately heavy objects.

Kneeling, crouching, or reaching overhead, above shoulders and horizontally to store and retrieve various materials.

Seeing to read and verify data, prepare various materials, and monitor office operations.

HAZARDS:

Extended periods of time viewing computer monitor.

Created: July, 2004

*Johnson & Associates*

APPROVED BY THE GOVERNING BOARD - July 12, 2004