

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ADMISSIONS AND RECORDS TECHNICIAN

BASIC FUNCTION:

Under the direction of an Admissions and Records Supervisor, perform duties requiring technical knowledge in a specified Admissions and Records areas such as residency, attendance accounting, transcripts or other specialized area; perform a variety of duties involved with student registration, records and attendance accounting; provide a variety of information and assistance to students, public and staff concerning admissions, registration and student records.

REPRESENTATIVE DUTIES:

Perform duties requiring technical knowledge in a specified Admissions and Records areas such as residency, attendance accounting, transcripts or other specialized area. *E*

Resolve complex residency issues and provide technical knowledge and interpretation of rules and regulations to others as assigned; maintain files for residency data; review documents to determine residency status according to State residency requirements and immigration laws. *E*

Coordinate, maintain and process student attendance accounting records as assigned; receive, verify and process student attendance accounting data; analyze, correct and maintain related lists; collect, maintain and verify student statistical data for the preparation of State reports and statistical reports. *E*

Receive, examine, code and process transcript requests as assigned; provide updated change in status on transcripts as appropriate; receive monies for payment of transcripts. *E*

Maintain current knowledge of laws, policies and procedures related to assigned area; develop procedures and implement changes as needed. *E*

Provide general and specific information regarding a wide variety of admissions and registration policies and procedures to students, staff, faculty and the community in writing, over the telephone or at the counter. *E*

Process applications, process student grades and other documents assuring completeness and adherence to established policies and procedures; research and resolve discrepancies and problems in records. *E*

Operate computer terminal to enter and correct data for assigned Admissions and Records office activities, and to request related reports. *E*

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Ewing & Company

Determine military and other exam placement credit, and class drop requests according to established procedures. *E*

Register students for classes and programs; provide guidance and direction to others as assigned. *E*

Develop a variety of correspondence, lists and reports for students, other District offices, and outside organizations regarding Admissions and Records matters. *E*

Compile and prepare statistical reports and records. *E*

Monitor and assure timely collection of attendance and registration data and grades from instructional staff; inform and orient instructional and counseling staff regarding Admissions and Records office procedures. *E*

Serve as a resource for office staff, San Ysidro staff and others regarding Admissions and Records policies and procedures. *E*

Establish and maintain files of a variety of data related to assigned activity; assure availability of records for proper time periods, and prepare documents for micro-filming. *E*

Assist students in completion of forms, petitions and other documents. *E*

Provide work direction to student and hourly workers as needed; oversee office operations during evening hours.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Laws, rules and regulations related to assigned activities.

Technical aspects of field of specialty such as residency, attendance accounting or transcripts.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Operation of a computer terminal and data entry techniques.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Basic math.

Oral and written communication skills.

ABILITY TO:

Perform duties requiring technical knowledge in a specified Admissions and Records area such as residency, attendance accounting, transcripts or other specialized area.

Perform a variety of duties involved with student registration, records and attendance accounting.

Develop, prepare, audit and maintain accurate and complete records, reports and files.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Operate a variety of office equipment including a computer terminal.

Perform keyboard entry at an acceptable rate of speed.

Review documents for accuracy, completeness and compliance with required procedures and regulations.

Work independently with little direction.

Speak and write clearly in a designated second language as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years clerical experience involving frequent public contact and the application of detailed rules and procedures.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may be required to speak in a second language.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions and distractions.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read and review applications and other data for accuracy and prepare records and reports.

Hearing and speaking to exchange information with students, staff and public.

Sitting or standing for extended periods of time.

Bending at the waist and reaching overhead, above the shoulders and horizontally to retrieve and store files, supplies and other materials.

HAZARDS:

Contact with dissatisfied or abusive individuals.