CLASS TITLE:  ADMISSIONS AND RECORDS TECHNICIAN II

SUMMARY DESCRIPTION
Under direction of the Admissions and Records Supervisor or cognizant administrator, perform a variety of moderately difficult technical duties in support of Admissions and Records operations, services, and functions; provide specialized assistance and information to students, public, and faculty regarding admissions and student records requiring specialized knowledge of residency guidelines, attendance accounting methods, final grading, transcript preparation, and various other specialized areas; work independently to make determinations in complex admissions transactions including residency classification, grade changes, and registration issues; and prepare and review enrollment, attendance accounting, and Student Learning Outcome reporting.

DISTINGUISHING CHARACTERISTICS
This level in the Admissions and Records Technician series requires strong prior admissions and records experience and a sound working knowledge of a broad spectrum of college admissions and records policies and procedures including those related to residency, attendance accounting, final grading, transcripts, and other areas. Positions at this level are distinguished from the Admissions and Records Technician I by the level of responsibility assumed and the complexity of duties assigned. Employees in the Admissions and Records Technician II class perform the most difficult and responsible types of duties assigned to classes within this series including providing assistance in resolving operational and administration problems, serving as back up Admissions & Records Services/Data Software Specialist, importing/exporting records, processing final grades, and handling the more complex residency cases.

REPRESENTATIVE DUTIES
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform duties and analysis requiring technical knowledge in a broad range of Admissions and Records areas including residency, attendance accounting, transcripts and other specialized area. E

2. Resolve complex residency issues; review and assess residency documents; interpret and apply State government residency requirements and Chancellor’s Office advisory communications and guidance; stay abreast of immigration laws to determine residency status; provide technical knowledge and interpretation of rules and regulations to others as assigned; advise supervisors in matters of residency disputes. E

3. 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

4. Receive, examine, code, and process transcript requests as assigned; provide updated changes in status on transcripts as appropriate; receive monies for payment of transcripts; maintain online transcript request website and microfiche records. E

5. Import online student applications from CCCApply/OpenCCC using the student information system. E

6. Import electronic transcripts from various sources to capture, verify, and review data for accuracy; accurately scan incoming transcripts; verify and review scanned transcripts for data accuracy, logging of transcript, and notification to student. E
7. Process and assign credit on official transcript including for 2+2 (Tech Prep) CTE program and Credit by Examination petition. 

8. Monitor and ensure timely collection of attendance and registration data and grades; interact with school and Center staff and supervisors to collect missing or late positive attendance or census rosters; process and assign grades for Incomplete Grade Reports from instructional staff.

9. Process applications; add/drop students; process name, address, and gender changes.

10. Research and resolve records issues including disputed grades, merged records of students with multiple records in campus systems, and incorrect directory information.

11. Develop yearly and semester-by-semester calendar of Admissions and Records timelines and attendance/grading deadlines; develop and maintain campus Attendance Accounting Manual in accordance with governmental and District policies; review, update, and inform others of essential timelines; coordinate assigned activities; ensure the timely completion of work in accordance with established policies, procedures, and standards.

12. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations.

13. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned areas; research, implement, and administer policies, procedures, and changing business practices for assigned area.

14. Utilize various computer applications and software packages; maintain and generate reports from a database or network system; compile, prepare, and review statistical reports and records.

15. Train and provide work direction to student workers, assistants, and other staff as assigned; assist with developing work schedules; oversee office operations during evening hours.

16. Maintain external contacts with government agencies and other community colleges for the purpose of coordinating, obtaining, and verifying information.

17. Maintain current knowledge and interpret laws, policies, and procedures related to assigned area including course repetition, incompletes, applications, residency, transcripts, and registration.

18. Provide general and specific information and assistance regarding a wide variety of admissions and registration policies, requirements, and procedures to students, staff, faculty, and the community in person, over the telephone, by mail or email.

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

20. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**
Operational characteristics, services, and activities of the functions, programs, and operations of a college admissions and records office.
Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.

Technical and programmatic aspects of the broad spectrum of admission and records areas and functions including residency, attendance accounting, transcripts, and various other areas.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and specialized software applicable to the area of assignment.

Work organization and basic office management principles and practices.

Principles, practices, and procedures of statistical and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Operation of a computer and data entry techniques.

Interpersonal skills using tact, patience and courtesy.

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

Basic research methods and techniques.

Basic math.

Oral and written communication skills.

**Ability to:**

Understand the organization and operation of the Admissions and Records program area as necessary to assume assigned responsibilities.

Perform duties requiring technical knowledge of a broad range of Admissions and Records areas including residency, attendance accounting, transcripts, and other specialized areas.

Understand, interpret, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Perform a range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.

Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.

Implement procedures for the day-to-day operations of assigned program areas.

Assist in the preparation of calendar of events related to area of assignment.

Research, compile, analyze, and interpret data.

Compile information and prepare routine reports, memoranda, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.

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

Exercise good judgment and discretion in analyzing and resolving difficult and sensitive situations.

Train and provide work direction to others.

Plan and organize work to meet schedules and time lines.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Type or enter data at a speed necessary for successful job performance.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

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

Work independently with little direction.

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: two years of college with major coursework in education, counseling, or a related field and two years of increasingly responsible experience in admissions and records related program.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Environment:** Work is performed in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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