SENIOR ADMISSIONS AND RECORDS SPECIALIST

DEFINITION

Under direction, provides program administrative and coordinative complex support for Admissions and Records. Performs a variety of clerical, administrative and analytical duties in support of admissions and records department staff; provides detailed information, data completion and assistance to students and faculty regarding admissions, student records, evaluations, registration and enrollment; and performs related duties as assigned. Coordinates services with District, College Departments, staff and external organizations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over, and provides training to, less experienced staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification in the Admissions and Records series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective delivery of program services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services and complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

This class aids and works in tandem with Admissions and Records Specialist, Admissions and Records Assistant to ensure completion of departmental duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

➢ Participates in the formulation, development, and implementation of program policies and procedures for the assigned student services function; program areas include, but are not limited to, admissions and records, employment, and other programs which lead to student academic success and self-sufficiency.
➢ Assists area administrator, in decisions as they pertain to student academic records, admissions & records, registration, priority registration mandates, other related mandates, evaluation processes, graduation and policies and how new policies/procedures will be implemented. Works closely with Enterprise Applications, Technology and Information Resources Department in the review of the college student information system (SIS), enrollment management system (EMS), student online enrollment tool (SET), and to ensure updates, maintenance, completion of those tools and systems are configured as they relate to Admissions & Records and Evaluations. Areas of expertise or focus maybe assigned and include Admissions & Records, Evaluations, Credit Enrollment, Credit Application, Non-Credit Enrollment, Non-Credit Application, Pathway Liaison, National Clearing House, Parchment, and Special Support Programs.
➢ Provides coordination, analytical and research methods training, reviews, processes, and updates residency and registration requirements information to the college webpages, catalog, student handbook, local board, international student enrollment regulations, and administrative polices for

enrollment and billing purposes; makes decisions on appeals involving knowledge and analysis of Title 5 regulations as outlined in the Student Attendance Accounting Manual, legal updates from the State Chancellor's office, federal policies, and local Board policy; is knowledgeable about U.S. government issued visa types.

➢ Serves in a lead worker capacity within Admissions & Records; provides guidance and training to staff, counselors, and other constituent groups as it relates to degree audit education, and academic program evaluation; advises on what tasks/actions are necessary for the program and how they are to be accomplished; assists in the degree audit process and ensures quality control for diploma audits.

➢ Analyzes and evaluates student records, transcripts, course descriptions, course sequencing, program, certificate, and transfer requirements, and course level; conducts formal detailed evaluations of incoming transcripts, unit values and grading systems; determines equivalencies to District coursework; evaluates student applications for certificates and degrees; verifies information accuracy adjusts student academic records in compliance with state regulations and District policies.

➢ Provides coordination, analytical and research methods, updates, evaluates, and creates training videos for staff, students and faculty as they relate to admissions, enrollment, records, degree audit, parchment, prerequisites, prerequisite drops, academic standing, batch enrollment and drops, graduation, college processes aligned and accordance to Title 5 regulations, Student Attendance Accounting Manual, legal updates from the State Chancellor's office, federal policies, student enrollment Inputs and maintains required data in the system for state mandated reports, apportionment reports, National Clearing House, California Virtual Campus Student Validation reports and makes changes to student records such as authorized and needed.

➢ Works with the District's technology staff in implementing, testing, maintaining, and troubleshooting automated systems and software in assigned program areas; evaluates system functionality after upgrades and/or patches are applied. Ensues the processing of welcome letters and updates processes and/or student communication as it relates to Admissions & Records and evaluations process.

➢ Creates, updates, and maintains the Admissions and Records Timeline, important deadlines, priority registration, schedule of classes, student handbook, College catalog, webpages, information guides, enrollment steps, welcome letters, and other Admissions and Records publications as requested; creates and develops informational brochures and flyers.

➢ Works with the online application control center to manage admissions applications functionality; sets academic term dates and runs applicant submission reports; communicates with other departments and outside agency on issues affecting access and functionality of the application.

➢ Provides coordination, training, synchronizes with student services for commencement for the rehearsal and commencement ceremony; participates in commencement planning meetings and activities; provides lists of potential graduates for rehearsal or final commencement list, bookstore and commencement program; designs brochures to inform graduates of commencement details; coordinates student check-in at rehearsal; orders diploma/certificates, and pertain items for commencement. Prepares letters, emails, informs students of graduation status and academic standing and enters data to computer and purges files; reviews and logs in evaluation requests.

➢ Provides students with career and vocational information and program requirements; contacts and interviews students, parents, faculty, staff, and various outside organizations to assess students' need for services such as career guidance, job placement, financial aid, tutoring, counseling, and childcare; makes referrals to services as necessary; signs contracts with local organizations employing students.

➢ Oversees and coordinates the processing of a variety of documents related to the assigned student service area; maintains and creates student files and records; gathers, compiles, tracks, and evaluates program data and statistics; prepares and maintains a variety of narrative and statistical records and reports on program activities and effectiveness.

➢ Maintains accurate and detailed spreadsheets for program budget purposes; records expenditures; transfers funds and maintains current account balances; performs research on variances and monitors impact on program funding and budgets.

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➢ Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
➢ Observes and complies with District and mandated safety rules, regulations, and protocols.
➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Principles of providing functional direction and training.
➢ District academic policies and procedures pertaining to admissions and transfer requirements.
➢ District and funding agency financial aid requirements policies, processes, and procedures.
➢ Principles and practices of supporting student success programs and services.
➢ Educational challenges experienced by students including foster youth.
➢ Case management principles and practices.
➢ Services and resources available to students within the community.
➢ Methods and techniques of interviewing students and others to obtain information necessary to determine needed services.
➢ Methods and techniques of assessing student records and transcripts for equivalency to District requirements.
➢ Methods and techniques of mentoring students on job interviewing/preparation skills to promote their success in obtaining employment.
➢ Budget principles and practices.
➢ College catalog, course descriptions, course content and course numbering systems, and educational resources at the District.
➢ Research methods and techniques.
➢ Methods and techniques of preparing administrative and technical reports, and business documentation.
➢ Local employment trends and employers within the community.
➢ California Community Colleges Management Information Systems Data Elements.
➢ Presentation development and delivery techniques.
➢ Applicable federal, state, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
➢ Juvenile justice systems as they relate to student eligibility and monitoring within assigned programs.
➢ District and mandated safety rules, regulations, and protocols.
➢ Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

➢ Assist in planning, implementing, and evaluating program operations and services.
➢ Plan, organize, and coordinate the work of assigned program operations and staff.
➢ Effectively provide staff leadership and work direction.
➢ Understand, interpret, and apply mandated and District policies, rules, and regulations.
➢ Work effectively with a multi-cultural and diverse student population, including low-income, at-risk, and special needs individuals.
➢ Evaluate student documentation to determine eligibility for admission, and/or program participation.

➢ Assess student needs and coordinate educational and community-based services.
➢ Attend and participate in a variety of committees and events.
➢ Serve as a liaison between the program and internal and external organizations and stakeholders.
➢ Motivate students/program participants to achieve academic and self-sufficiency goals.
➢ Analyze and evaluate situations and prepare effective courses of action.
➢ Conduct fair and impartial employment practices according to legal requirements.
➢ Prepare and present information on the program to internal departments and external community or business groups.
➢ Evaluate automated system functionality for program services.
➢ Maintain confidential and comprehensive files and records.
➢ Represent the District to business and industry and work effectively with faculty, administrators, staff, and representatives from outside organizations.
➢ Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic disability and ethnic backgrounds of students, staff, and the community.
➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
➢ Equivalent to an associate degree with coursework in social services, education, or a related field.

Experience:
➢ Five (5) years of increasingly responsible closely related experience in admissions and records providing specialized support to educational student services, social services, or related programs.

Licenses and Certifications:

➢ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.