

## Citrus College

## Position Description

Position: Admissions & Records Technician I	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 22

### Summary

Performs clerical duties that support admitting and registering students for courses. Processes applications for enrollment. Enters data onto computerized student records. Provides related clerical services such as routine correspondence in response to inquiries, tallies of course attendees, and verification of fees.

### Distinguishing Career Features

The Admissions & Records Technician I represents the first and entry level in a career ladder for supporting the admissions, registration, and student records functions. Advancement to this position requires the ability to process and perform basic analysis of admissions applications, register students, and enter information onto computerized data entry screens. Advancement to Admissions & Records Technician II requires two years as an Admissions & Records Technician I, and a demonstrated ability to maintain complete student records that include grades, residency determinations, and transfer/degree/certificate status, and make independent judgments on student status or academic progress.

### Essential Duties and Responsibilities

- Processes application forms by entering application data onto a computerized student information system. May verify residency determinations, fees, and account for money collected. Processes late registration and enrollment changes, assuring accurate posting of student drops, enrollment changes, and fees collected or owed.
- Responds to general inquiries for admission and registration requirements and procedures, residency, curriculum, and fees. May prepare and distribute form letters such as those used for admitting or welcoming new students.
- Assists other Admissions & Records Technicians with research and resolution of problems pertaining to registration, class conflicts, fees, and other problems.
- Assists students in obtaining records and copies of transcripts. Mails copies of transcripts and verifications of enrollment as requested. Orders enrollment verifications and official transcripts from other institutions using standardized forms.
- Provides assistance to students with special needs, as appropriate.
- Receives, counts, and reconciles registration monies. Posts receipts to student records contained in pre-existing databases, prepares bills to students for unpaid balances.
- Adjusts student fee records based on class or status changes.
- Responds to information by departments, external agencies, and organizations to keep

them apprised of current college education expenses for their clients.

- Learns and maintains up-to-date of knowledge of college programs, services, policies and procedures for admissions, registration, and student records.
- Composes general office correspondence and performs other clerical services of a routine nature including, but not limited to filing, data entry, processing of departmental mail, and completing of forms.
- May oversee the work of student and temporary help.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires a basic knowledge of regulations, policies, education codes, and guidelines regarding community college admissions and student record-keeping. Requires a working knowledge of microcomputer operation, including general and specialized software and applications for word processing, spreadsheets, and data entry on to relational databases, Internet navigation, and student admissions/records tracking. Requires knowledge of and skills in office methods and procedures, proper American English language usage, grammar, syntax, composition, vocabulary, spelling and punctuation. Requires knowledge of basic bookkeeping practices and procedures, including cashiering. Requires sufficient math skill to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and portray a positive image of the District.

### **▪ Abilities**

Requires the ability to learn and apply regulations, policies, procedures, and guidelines for admissions, registration, and student records. Requires the ability to work independently and collaboratively, prioritize workload, analyze problems and determine solutions. Requires the ability to type/keyboard and use a pointing device to operate a microcomputer and peripheral equipment. Requires the ability to operate general office equipment and specialized equipment such as imaging equipment, and cash registers. Requires work under pressure, remain calm in stressful situations, meet deadlines and timetables, and maintain attention to detail. Requires the ability to compose general office correspondence, type and keyboard at a rate sufficient to meet production requirements, and analyze documentation in assigned areas of responsibility. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. Requires the ability to function as a cashier and work varying schedules.

### **▪ Physical Abilities**

Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with students at departmental service windows. Requires near visual acuity to write, read written materials and computer screens, and observe students at service windows in need of assistance. Requires sufficient hearing and speech

ability for ordinary and telephonic conversations and to hear sound prompts from equipment. Requires sufficient hand/eye and finger dexterity to write, use a keyboard and mouse or other pointing device. Requires the ability to reach (from low, level, and overhead) to file, access files, and move supplies and equipment in and out of storage areas. Requires the ability to perform data entry.

- **Education and Experience**

The position requires a high school diploma or equivalent, supplemented by business college courses and one year of progressive customer service experience in a registration/enrollment area.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.