

Citrus College

Position Description

Position: Admissions & Records Technician II	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 26

Summary

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

Distinguishing Career Features

The Admissions & Records Technician II is the second level in a multi-tiered career ladder. The Admissions & Records Technician I is 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 an automated data entry screen. Advancement to level II would require two years as a Technician I, and a demonstrated ability to set up and maintain complete student records that include grades, residency, and transfer/degree/certificate status, and make independent judgments on student status. Advancement to Technician III requires at least three years at level II and the demonstrated ability to lead and perform in all admissions and records functions that include, but are not limited to, admissions, registration, residency, foreign student, academic progress, student status, records, and attendance.

Essential Duties and Responsibilities

- Processes application forms by entering application data onto a computerized student information system. Follows up on incomplete admission applications to obtain required information.
- Serves as point of contact with students and prospective students for services provided by the department. May assist in representing the College at activities of local area high schools and/or other external agencies/organizations. Interacts with other College organization units to provide students with a comprehensive enrollment package.
- Determines and verifies residency determinations, including exceptions and exemptions, and computes fees. Accounts for money collected.
- Processes late registration and enrollment changes, assuring accurate posting of student drops, enrollment changes, and fees collected or owed.
- Maintains records of student attendance, grades, drops, and other course status. Provides regular reports to faculty.
- 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.

- Researches and resolves problems pertaining to registration, class conflicts, fees, and other problems.
- Responds to requests from other departments, educational institutions, and agencies involving the verification of student status and records. Prepares and transmits routine correspondence for students, verifying student status and other information.
- Maintains student records including updating transcripts, waivers, education plans, demographic and vital information and posting grades and changes. Enters data onto automated system data entry screens.
- 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.
- Learns and maintains up-to-date of knowledge of college programs, services, policies and procedures for admissions, registration, and student records. Provides information to potential service users, including topics such as matriculation and assessment.
- Verifies class enrollment status for students and faculty members. Interacts with students, managers, and other staff members to accept and facilitate transactions such as, but not limited to, student petitions, as appropriate.
- Provides assistance to students with special needs, as appropriate.
- Provides faculty members with pertinent information for grade sheets, class deadlines.
- Receives, counts, and reconciles registration monies. Posts funds collected to appropriate accounts and categories. Verifies and reconciles revenue categories on cash summary reports, ensuring accuracy and detail for audit trail purposes.
- Adjusts student fee records based on class or status changes.
- Posts receipts to student financial records, prepares bills individual students for unpaid balances, and audits and updates refund reports.
- Composes general office correspondence and performs other clerical services of a routine nature including, but not limited to filing, data entry, processing of departmental bulk mail, and completing of forms.
- May oversee student and/or other temporary help.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a working knowledge of federal and state regulations, policies and guidelines for 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 a basic knowledge of major and course articulation and matriculation concepts. Requires sufficient math skill to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and convey a positive image of the District.

- **Abilities**

Requires the ability to learn and apply the most up-to-date federal and state regulations, policies, and guidelines and the District's policies and procedures relating to admissions, registration, and student records. Requires the ability to process a high volume of transactions and remain calm in stressful and/or urgent situations. Requires the ability to work independently and collaboratively, prioritize workload, analyze problems and determine solutions. Requires the ability to compile and evaluate data, prepare reports, charts, and graphs from standardized formats. Requires the ability to type/keyboard and use a personal computer, imaging equipment and cash register. Requires the ability to maintain productive work relationships with staff, students and external agencies. Requires work under pressure, meet deadlines and timetables, maintain attention to detail, and combine multiple tasks simultaneously. Requires the ability to compose general and specialized office correspondence, type and keyboard at a rate sufficient to meet production requirements, analyze documentation in areas of assignment, and research student information contained in databases and files. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. Requires the ability to work varying shifts.

- **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 three years 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.