

Citrus College

Position Description

Position: Admissions & Records Technician III	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 31

Summary

Performs a variety of specialized technical and clerical tasks in connection with the admission, registration, records, academic progress and success, and status of students. Serves as a technical resource for a designated customer service section with Admissions & Records, providing support to any and all other sections.

Distinguishing Career Features

The Admissions & Records Technician III is the third level in a multi-tiered career ladder. Advancement to Admissions & Records Technician III requires three years at Admissions & Records Technician 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, student status, academic progress, transcripts, graduation, and attendance.

Essential Duties and Responsibilities

The Admissions & Records Technician III specializes in one area encompassing a portion of these duties, however is fully capable of performing all of the following:

- Provide technical direction and information on issues pertaining to interpretation of admissions and student record guidelines and policies.
- Researches, interprets, clarifies, and resolves a variety of problems dealing with, but not limited to, admissions, registration, matriculation, residency, student academic status, course class conflicts, and fees.
- Coordinates and participates in the activities connected with student registration. Assures that customer service stations are setup and can access on-line and manual database records and resources.
- Processes application forms by entering data onto a computerized student information system. Reviews student admissions applications for completeness and to determine questionnaires and correspondence to be sent to applicants. Prepares and distributes form letters used for admitting or welcoming new students.
- Analyzes and evaluates residency documents submitted by students to evidence bona fide residence and authenticity. Determines residency issues as they relate to student admissions, including challenges, exemptions, and evaluation of circumstances.
- Processes late registration and enrollment changes, assuring accurate posting of student drops, enrollment changes, and fees collected or owed.
- Responds to inquiries pertaining to admission and registration requirements and

procedures, including those from other technicians requiring special expertise.

- Assures that student records are up-to-date. Maintains student records including updating transcripts, waivers, education plans, demographic and vital information and posting grades and changes. Enters data onto an automated system with data entry screens.
- Extracts and downloads information to prepare reports and audit accuracy of data.
- 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.
- Maintains up-to-date of knowledge of programs, services, policies and procedures for admissions, registration, and student records. Provides information to potential service users, including topics such as assessment, matriculation, graduation, and transfer.
- 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.
- Maintains records of student attendance, instructor drops, and grades. Issues and processes instructor records. Resolves discrepancies and keeps instructors informed of enrollment changes on a timely basis.
- Orders, proofs, corrects, and updates student records in compliance educational codes, identifies and updates student course repetitions, creates and forward academic and/or progress probationary and dismissal notification letters to affected students, and receives and evaluates dismissal appeals forms for accuracy and completeness.
- Processes grade changes and petitions for academic renewal. Notifies student of approval/disapproval. Makes changes to student records.
- Provides assistance to students with special needs, as appropriate.
- Serves as point of contact with students and prospective students for services provided by the department. May assist in representing the District at activities of local area high schools and/or other external agencies/organizations. Interacts with other District organization units to provide students with a comprehensive enrollment package.
- Serves on, or supports committees to provide job related information, as assigned.
- Provides faculty members and other staff with pertinent information about and procedures for recording attendance and grades, class deadlines, etc.
- 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 schedule changes. Responds to information by departments, external agencies, and organizations to keep them apprised of current college education expenses for their clients.

- 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.
- Participates in the selection, training, assignment and review of work output for student and temporary help.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires in-depth knowledge of regulations, policies, educational codes, and guidelines governing community college admissions and student record keeping. Requires working knowledge of the District's policies and procedures for at least these areas: registration, residency, maintaining instructor and student records, foreign students, student disciplinary, and legal processes. Requires a basic knowledge of INS regulations affecting students. Requires a working knowledge of major and course articulation and matriculation concepts. Requires a working knowledge of personal computer based software programs including but not limited to word processing, spreadsheet, presentation graphics, and special applications used by the organization unit. Requires the ability to enter and extract data and reports from student information systems. 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, resolve conflicts, and portray a positive image of the District.

▪ Abilities

Requires the ability to perform assignments in any and all admissions and records process and sub-process. Requires the ability to learn and apply the most up-to-date regulations, policies, educational codes, and guidelines relating to admissions, registration, and student records. 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 mouse or other pointing device to operate a microcomputer, peripheral and common office equipment. Requires the ability to remain calm in stressful situations, 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 and analyze technical information. Requires the ability maintain accurate records, file and maintain filing systems, and 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 pointing device. Requires the ability to reach to access files and move supplies and equipment in and out of storage areas. Requires sufficient hand-eye coordination to perform data entry at an advanced rate.

- **Education and Experience**

The position requires an Associates Degree and three years of experience in an admissions/student enrollment function.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.