

## **ADMISSIONS AND RECORDS SPECIALIST III**

### **DEFINITION**

Under general supervision, provides a variety of complex student support services, including reviewing, evaluating, and verifying graduation requirements, academic eligibility, and registration information in accordance with College admission and registration policies; provides information and assistance to students and the public regarding registration, student records, and admissions.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned managerial personnel. May provide technical and functional direction to assigned staff and/or temporary employees.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level in the Admissions and Records Specialist class series. Incumbents at this level are capable of performing the most complex student support services, including evaluating transfer coursework and graduation applications and updating the degree audit system and student database to reflect annual changes in the catalog. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Reviews and evaluates transfer coursework by investigating student academic history, researching courses reflected on the transcript and ensuring appropriate credit is used to satisfy degree requirements, calculating unit values and grade points, applying appropriate articulation/subject credit, entering courses and calculations into student database and making necessary adjustments, preparing evaluation report of transferable credit, entering course prerequisites, and applying credit in the student information system; communicates findings to students, faculty, staff, and management.
2. Reviews and evaluates graduation applications, including conducting degree audits to verify requirements are met; evaluates transfer work and Advance Placement, International Baccalaureate scores; checks Grade Point Average (GPA) and honors courses; performs final graduation check at end of semester to determine completion status; updates graduation application status in student database; prints and provides awarding list to Marketing for annual commencement; notifies and corresponds with students, staff, faculty, and management on status of graduation applications.
3. Prints and issues diplomas; obtains proper signatures; ensures processing of diplomas in a timely and efficient manner.
4. Compiles information and maintains records of course equivalency and eligibility information; collects data from divisions and ensures accuracy of data.

5. Inputs information into student information systems (e.g. Banner), tests, maintains, and updates equivalency data provides “reverse” articulation, prerequisite eligibility, and evaluations of transfer coursework.
6. Responds to questions regarding institutional and transfer course requirements and web audit outputs.
7. Inputs the general education and degree/major/certificate changes, additions, and deletions in the degree audit system; tests and troubleshoots campus audit system issues; refers technical issues to the Information Technology Department; ensures accuracy of data.
8. Answers questions from and provides support services to students and visitors regarding registration, admissions, student records, and other student services policies and procedures of the College; processes late adds, reinstatements, transfers, Petitions for Exceptional Action, transcripts, residency reclassification requests, enrollment verification, nonresident tuition exemption, and other related student services requests.
9. Compiles information and data for various reports; checks and ensures accuracy of the data.
10. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
11. Maintains accurate and detailed spreadsheets, files, and records, verifies the accuracy of the information, researches discrepancies, and records information.
12. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining the completeness of applications, records, and files.
13. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
14. Screens calls, visitors, and incoming mail; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
15. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
16. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
17. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Supports and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
20. Prepares and delivers oral presentations related to assigned areas as required.
21. Performs other related or preceding classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Student admissions and records rules, processes, and procedures of a community college or equivalent admissions and records rules, processes, and procedures in an equivalent institution or function.
3. General education course information for eligibility process and graduation review.
4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Applicable federal, state, and local laws regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
8. Record-keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
5. Communicate effectively through various modalities.
6. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
7. Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
8. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
9. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
10. Make accurate mathematical and basic statistical computations.

11. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
12. Establish and maintain a variety of filing, record-keeping, and tracking systems.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to an associate's degree from a regionally or nationally accredited college; and
2. Five (5) full-time equivalent years of general office clerical experience, including three (3) full-time equivalent years of performing duties in student records maintenance and/or an admissions office, or
3. Two (2) full-time equivalent years of experience equivalent to a position at the Admissions and Records Specialist II.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; be able; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

## **ENVIRONMENTAL ELEMENTS**

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

Amended: 6/2023; 8/2024