

## **ADMISSIONS AND RECORDS SPECIALIST II**

### **DEFINITION**

Under general supervision, provides a variety of student support services, including processing student enrollment verification requests, interpreting, advising, and processing certificate applications, processing Credit by Exam, Advanced, Placement, and International Baccalaureate credits, and researching and processing requests for transcripts, applications, residency status, certificates, and other documents; provides information and assistance to students and visitors regarding registration, student records, and admissions.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Dean, Enrollment Management. May provide technical and functional direction to assigned support staff and/or student workers.

### **CLASS CHARACTERISTICS**

This is the journey-level in the Admissions and Records Specialist class series. Incumbents at this level are capable of performing the full range of student support services, including student enrollment verification, evaluation of certificate requirements, and access to assign and change credit values. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Admissions and Records Specialist III in that the latter performs more advanced technical and specialized student support services duties, including reviewing, evaluating, and verifying graduation requirements, academic eligibility, and registration information, requiring additional training and/or experience.

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

1. Processes, logs, and follows-up on student enrollment verification requests; ensures requested information is provided efficiently and accurately.
2. Answers questions from and provides support services to students and visitors regarding registration, admissions, and student records policies and procedures of the District; processes late adds, reinstatements, transfers, Petitions for Exceptional Action, transcripts, residency reclassification requests, and nonresident tuition exemption requests.
3. Evaluates and processes certificate applications, including conducting certificate audits; monitors and reviews college catalog for annual certificate requirements, course additions and deletions, course information; update the degree auditing program.
4. Reviews transcripts and enters coursework, which has already been identified on a pre-established list, for eligibility, including prerequisite overrides and transferable courses, into the student information systems (e.g. Banner).Processes Advanced Placement, International Baccalaureate, Credit By Exam, and other campus based high school partnerships that facilitate the awarding of credits.

5. Compiles information and data for various reports; checks and ensures accuracy of the data.
6. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
7. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
8. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
9. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
10. 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.
11. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. Prepares and delivers oral presentations related to assigned areas as required.
18. Performs other related 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 a equivalent institution or function.
3. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
4. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
5. Record keeping principles and procedures.
6. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
7. English usage, spelling, vocabulary, grammar, and punctuation.

8. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities various socio-economic 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, local and District policies, procedures, and regulations.
5. Respond to and effectively prioritize multiple phone calls and other requests for service.
6. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
7. Make accurate mathematical and basic statistical computations.
8. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Organize own work, set priorities, and meet critical time deadlines.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
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 accredited college; and
2. Three (3) years of general office clerical experience, including one (1) year of performing duties in student records maintenance and/or an admissions office; or
3. Two (2) years of experience equivalent to Admissions and Records Specialist I at an institution of higher education.

**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:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

### **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 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. Incumbents in this classification occasionally bend, stoop, kneel, 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 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