

**San Jose/Evergreen Community College District
Classified Job Description**

Position: Admissions & Records Technician

Department: Admissions & Records

Location: EVC or SJCC

Date: Jan. 26, 2022

POSITION PURPOSE

Under the direction of assigned administrator, provide responsible technical support and participate in the admission, registration and record-keeping functions of the college Admissions and Records office; specialize in one or more Admissions and Records functions such as transcripts and records.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Admissions and Records series. Positions in this class are assigned responsibility for registering students, determining residency and participating in a broad range of Admissions and Records activities while specializing in one or more Admission and Records functions. Work at this level is distinguished from the Admissions and Records Assistant by the level of complexity and the difficulty and degree of independence and judgement with which an incumbent is expected to perform. Heavy public contact involves students, counselors and college personnel. Assignments may require working unusual hours and at various locations as needed. Incumbents may lead assistants in counter work or during evening hours.

KEY DUTIES and RESPONSIBILITIES

1. Provide information and assistance to students regarding admission, registration and courses; assist students and faculty with completing various forms and documents; receive and confirm completion of a variety of forms including adding and dropping classes, withdrawing, fee refunds and change of grade or status.
2. Receive phone calls and respond to inquiries for general information; refer callers to other resources or offices as appropriate; communicate with student instructors and other departments to assist with problems, procedures and general information.
3. Implement the District's matriculation policy by determining which portions of the program each new applicant requires; determine through verbal and written responses if the applicant requires testing, orientation, counseling or all facets of the program.
4. Identify, distribute, collect and cross-check final grade and variable unit reports; research and resolve any missing information, input missing grades or units; reconcile edits with missing grades for final grade processing.
5. Receive applications; review registration materials for accuracy, completion of demographic information, testing requirements, orientation, transcripts, acceptance and coding; prepare materials for data entry.
6. Process transcript request forms; notify students if request is incomplete; collect fees; maintain related records.
7. Prepare outgoing transcripts by reviewing, filing and verifying accuracy; check for holds, grade changes and state requirements.
8. Collect and balance money received from registration, tuition and other fees as required; prepare cash balance forms; maintain, close out and balance cash register, process refunds.

9. Update spreadsheets and input data on computers in order to monitor graduation petitions, incoming and outgoing transcripts, records of temporary Social Security numbers, and lists of delinquent reports from instructors.
10. Receive, review and distribute enrollment verification reports and make appropriate adjustments; compile lists of late or missing reports for distribution to campus administrators.
11. Review scanner sheets, roll sheets, grade sheets and other records for errors; make corrections and input data into appropriate files.
12. Prepare, post and maintain accurate and current files of individual student records and supporting material that includes grades, courses and other data regarding student performance and personal information.
13. Register and enroll students into classes using the on-line interactive computer system; collect appropriate fees; enter data; troubleshoot the registration system using computer terminals and printers; train students to use the on-line registration terminals.
14. Coordinate the high school concurrent attendance program records; contact schools to clarify whether students will be receiving high school or college credit.
15. Provide support for and attend special programs or off-campus registration; prepare informative oral presentations regarding admissions procedures and policies.
16. Prepare letters, notices and other correspondence as needed.
17. Assist in the training and orientation of new employees and student workers.
18. Maintain inventory and order Admissions and Records forms.
19. Perform other related duties as required.

EMPLOYMENT STANDARDS

Knowledge of:

1. Correct English usage, grammar, spelling, punctuation and vocabulary.
2. Rules, regulation, requirements and restrictions such as (FERPA), residency in regards to student records, admission and registration.
3. Modern office methods, procedures and equipment.
4. Operation of a computer terminal and data entry techniques.
5. Interpersonal skills using tact, patience and courtesy.
6. Telephone techniques and etiquette.
7. College matriculation requirements.
8. Principles of training.
9. Public speaking techniques.
10. Record-keeping techniques.
11. Basic mathematics.

Skills and Abilities to:

1. Perform clerical duties such as filing, typing, duplicating and maintaining routine records.
2. Work confidentially with discretion.
3. Establish and maintain cooperative and effective working relationships with others.
4. Apply and explain policies, procedures and regulations regarding college admission, registration and student records.
5. Answer telephones and greet the public courteously.

6. Assemble, organize and prepare data for records and reports.
7. Operate office machines including a computer and applicable software.
8. Meet schedules and time lines.
9. Prioritize and schedule work.
10. Train others.
11. Prepare and deliver oral presentations.
12. Adapt to changing circumstances and deal with stressful situations.
13. Type at a rate of speed necessary for effective job performance.
14. Complete work with many interruptions.
15. Understand and work within scope of authority.
16. Understand and follow oral and written instructions.

Education and Experience:

1. Education equivalent to a high school diploma or GED supplemented by specialized clerical courses.
2. Three years of responsible records and clerical experience including at least one year in a college admissions and records position or related field.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

Environment:

1. Typical office environment.
2. Constant interruptions

Physical Demands:

1. Dexterity of hands and fingers to operate a computer keyboard and a variety of office equipment.
2. Sitting or standing for extended periods of time.
3. Reaching overhead, above the shoulders and horizontally.
4. Hearing and speaking to exchange information in person or on the telephone.
5. Seeing to read a variety of materials.
6. Bending at the waist, kneeling or crouching.
7. Lifting light objects.

Hazards:

1. Contact with dissatisfied or abusive individuals.

Date Approved: 1/25/2022 (experience requirement change)
Salary Range: 72
EEO Category: 2B4 – Secretarial/Clerical