CLASS TITLE: ADMISSIONS AND RECORDS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Registrar, perform a broad spectrum of complex technical and compliance-driven duties pertaining to admissions, registration, record maintenance, transcripts, student record evaluations, residency determinations, Veteran's Administration, athletic eligibility certification, and other Admissions and Records functions using a variety of methods and automated systems.

REPRESENTATIVE DUTIES:

Review, interpret, and maintain student educational records in compliance with the Family Educational Rights and Privacy Act (FERPA), and other relative federal, State, and local regulatory requirements. E

Review and process a variety of student petitions including reinstatement, late enrollment, section/level change, and credit-by-exam petitions. E

Review admissions applications for residency determinations, citizenship and visa status, and other potential issues; review and process student residency reclassification and changes in citizenship; inform students about the tuition and fees associated with their residency status as necessary. E

Evaluate and process student petitions for associate degrees, certificates of achievement, and completion of transfer general education requirements; post degree and certificate awards; order or print and distribute diplomas and certificates. E

Compute statistical data for graduation and transfer; verify completion of final semester courses; verify and certify cumulative grade point average (GPA). E

Evaluate external transcripts, catalogs, and other sources of information to assess the level, content area, and value of courses completed; determine the transfer value of units or credits completed at outside institutions; enter course-to-course articulations into a fully integrated computer-based student information system. E

Evaluate and process grade corrections and grade change petitions to permanent records; post student activities and honors to permanent records. E

Determine and certify eligibility of students for Veteran’s Administration educational benefits; maintain appropriate files and documentation as required for audit purposes; process Veteran’s Administration debt letters and repayments in collaboration with bursar’s office staff. E

Determine and certify eligibility for student participation in intercollegiate athletics in compliance with District policies and procedures; monitor eligibility throughout the season of participation for each sport. E

Provide day-to-day training, guidance, and work direction to staff and student workers on a wide variety of admissions and records projects and functions. E

Receive and process transcript requests, including sending official transcripts in electronic and hard copy format; research and resolve discrepancies in transcript content; collect fees as necessary.

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during bursar office closures.  

Provide technical information and assistance to students, staff, administrators, and the general public in the interpretation and clarification of federal, state, and local policies and procedures pertaining to admissions and records.  

Research, retrieve, compile, and arrange for delivery of student records mandated by subpoenas.  

Assist in determining information technology needs for Admissions and Records; provide technical assistance and guidance concerning automated systems utilized by Admissions and Records; serve as liaison with the Information Technology Department by providing input as needed; assist in testing and troubleshooting existing automated systems, system upgrades, updates, and the implementation of new technology.  

Prepare and maintain a variety of records, reports, and files using a variety of modalities, including fully integrated computer based student information systems, databases, degree audit systems, scanning and image recording systems, and other appropriate tools.  

Perform other duties as assigned. 

E = Essential duties

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office procedures, methods, and equipment, including computers and associated software
Methods and techniques of record keeping
Federal, state, local, and District laws, rules, regulations, policies, processes, and mandated procedures pertinent to Admissions and Records
Community college courses, curriculum, graduation, and transfer requirements
Community college credit evaluation policies and procedures
Fully integrated computer-based student information systems
District and college organization, operations, policies, mission, vision, and objectives
Customer service and public relations methods and techniques
Basic principles of business letter writing and report preparation
Fundamentals of English grammar, spelling, and composition
Principles and practices of business communication
Methods and techniques of proper phone etiquette

ABILITY TO:

Interpret and explain rules, regulations, procedures, policies, and catalogs regarding student admission, residency, various types of eligibility determinations, transcript evaluation, and graduation, degree, and transfer requirements
Perform difficult and technical records evaluation duties
Coordinate evaluation activities with other staff members and departments
Type statistical information and business correspondence accurately
Operate a variety of equipment including a computer, calculator, scanner, copier, document imaging equipment, document shredder, and microfilm equipment
Prepare and maintain confidential and complex reports, records, and files
Make math calculations quickly and accurately
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Type, keyboard, and/or enter data at a speed necessary for successful job performance
Analyze situations accurately and adopt an effective course of action
Plan and organize work to meet schedules and timelines
Train and provide work direction to others
Communicate clearly and concisely, both orally and in writing
Engage in tactful and courteous conversations with the public
Establish and maintain effective working relationships with those contacted in the course of work
Demonstrate sensitivity to, and respect for, a diverse population
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports

EDUCATION AND EXPERIENCE:

A bachelor’s degree preferably including or supplemented by coursework in management information systems, office technologies, or business administration AND one year of experience performing functions in a student services area with student contact or providing technical and/or administrative support in an educational institution.

OR

An associate degree preferably including or supplemented by coursework in management information systems, office technologies, or business administration AND two years of experience performing functions in a student services area with student contact or providing technical and/or administrative support in an educational institution.

OR

Graduation from high school or its equivalent AND three years of experience performing functions in a student services area with student contact or providing technical and/or administrative support in an educational institution, including one year performing admissions and records functions at a college or university.

WORKING CONDITIONS:

ENVIRONMENT:

Admissions and Records office environment
Constant interruptions and frequent interaction with students, staff, and the public

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate office equipment
Sitting or standing for extended periods of time
Hearing and speaking to exchange information
Seeing to read documents
Light lifting of materials
Reaching to file and retrieve records

HAZARDS:

Extended viewing of computer monitor