CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

ADMISSIONS & RECORDS ASSISTANT I
ADMISSIONS & RECORDS ASSISTANT II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety tasks involved in the conduct of student admission and registration activities and in the preparation and maintenance of student records; provide a variety of information and assistance to students, the public, and staff concerning admissions, registration and student records policies and procedures; and perform a variety of clerical and technical duties involved in the operation of the Admissions and Records Office.

DISTINGUISHING CHARACTERISTICS

Admissions & Records Assistant I - Employees at this level are not expected to function with the same amount of program knowledge or skill level as employees allocated to the Admissions & Records Assistant II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Admissions & Records Assistant II - Work at this level is distinguished from the Admissions & Records Assistant I by the level of complexity and the degree of independence and judgment with which the employee is expected to perform. Employees 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.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive and review admission applications for completeness and accuracy; verify and determine residency status; register and enroll students into classes using the on-line computer system and collect appropriate fees; assist students with registration problems via the CLASS-Web.

2. Calculate tuition and other fees according to established guidelines; verify money received and reconcile balances to operator transaction summary reports, making corrections as needed; prepare daily money for deposit.

3. Prepare "daily summary report" to be sent to District Business Office along with deposit slips for cash, checks, and charge card receipts; ensure the daily fees collected are reconciled with the data provided on the Banner summary reports.

4. Provide general and specific information regarding a wide variety of admissions and records policies and procedures to students, staff, faculty and the public in writing, by phone, e-mail, or at the counter; distribute forms, petitions, transcript requests, and other forms as required.

5. Prepare, post, and maintain accurate and current files of individual student records and supporting materials that include grades, courses, and other data on student performance and personal information.

6. Distribute, receive, and process attendance and grade sheets; review materials to assure proper completion; process grade changes on student's permanent record; adjust cumulative totals and academic standing to reflect grade changes or repeated courses.

7. Receive, examine, and process transcript requests from students, outside colleges, and other agencies; provide updated change in status on transcripts as appropriate; calculate fees and receive monies for payment of transcripts.

8. Assist students, faculty and other departments by phone, e-mail, or in-person with problems, procedures and general information pertaining to registration, enrollment and attendance accounting problems.

9. Type lists, cards, addresses, labels, and standard forms; prepare or type correspondence or reports using typewriter or computer terminal; proofread and/or correct material for completeness and accuracy.

10. Participate in all other admissions, registration and records maintenance activities; provide clerical relief and support to other campus operations when assigned.

11. Operate and use a variety of office equipment including computers and specialized admissions and records software applications including enrollment software.

12. Participate in implementing new third party systems as necessary.

13. Provide assistance in training of hourly personnel.

14. Provide support services for special programs and off-campus Admissions and Records operations.

15. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Operations and procedures of a college admissions and records office.
2. Applicable sections of State Education Code and other rules and regulations relative to the area of assignment.
3. Technical aspects of field of specialty such as residency, transcripts or continuing education.
4. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
5. Specialized admissions and records software applications including enrollment software.
6. Principles and practices of record keeping and filing.
7. Interpersonal skills using tact, patience and courtesy.
8. Correct English usage, grammar, spelling, punctuation and vocabulary.
9. Oral and written communication skills.

Ability to:
1. Perform a variety of duties involved with student registration and records.
2. Develop, prepare, audit, and maintain accurate and complete records, reports, and files.
3. Perform specialized clerical and technical duties related to admissions and records services.
4. Interpret, apply and explain applicable rules, regulations, policies and procedures within the area of assignment.

5. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
6. Learn, understand, and use specialized admission and records software applications including enrollment software.
7. Adapt to changing technologies and learn functionality of new equipment and systems.
8. Review documents for accuracy, completeness and compliance with required procedures and regulations.
9. Schedule and prioritize work while working with frequent interruptions.
10. Type or enter data at a speed necessary for successful job performance.
11. Use correct English grammar, punctuation, and spelling.
12. Understand and follow verbal and written instructions.
13. Receive the public in person and over the phone.
14. Perform mathematical computations.
15. Communicate clearly and concisely, both orally and in writing.
16. Establish and maintain effective working relationships with those contacted in the course of work.
17. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Admissions & Records Assistant I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of general clerical work, preferably involving public contact.

Admissions & Records Assistant II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work.

Experience:

Two years of increasingly responsible office experience comparable to the Admissions & Records Assistant I, including one year in a college admissions & records office.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent student and public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

10/21/97;