

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **ADMISSIONS & RECORDS ASSISTANT III**

*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 direction, lead, oversee, and participate in the more complex and difficult work of staff responsible for conducting student admission and registration activities and in the preparation and maintenance of student records; perform a variety of highly complex tasks that require accuracy and compliance with state laws as well as college and District policies; and recommend improvements in the delivery of services.

### **DISTINGUISHING CHARACTERISTICS**

This is the lead level class in the Admissions & Records Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series that includes assuming responsibility for technical and functional supervision of hourly employees and student assistants. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### **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. Lead, plan, train, and review the work of staff responsible for conducting student admission and registration activities; participate in performing the most complex work of the unit including responsibility for daily cashiering reconciliation.
2. Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
3. Monitor registration processes, compliance with policies, and data integrity; notify appropriate staff of discrepancies that occur during registration process; assist in resolving course registration issues.
4. Serve as technical resource in the implementation and operation of applicable software programs utilized in the admissions and registration process; assist in training faculty and staff in proper system use; assist in developing a procedural handbook for employees; respond to and resolve questions regarding admissions and records processes.
5. Participate in the selection and evaluation of hourly, student and temporary personnel; provide or coordinate staff training; work with employees to correct deficiencies; coordinate work schedules.
6. Process instructor initiated drops, petitions for re-enrollment, and late adds; process cancelled classes, adjust reports, and notify students of re-enrollment or refund policies.
7. Collect and process incomplete grades, grade changes and repeated courses; report delayed grades; adjust student transcripts according to changes in GPA.

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8. Distribute, receive, and process attendance and grade sheets; review materials to ensure proper completion; enter, process, and consolidate data as required.
9. Assume responsibility for grade, census, and positive attendance reporting; serve as liaison for faculty and students in resolving problems related to grades, enrollment, and attendance accounting.
10. Maintain student tuition payment plan; download and upload bi-monthly payments collected by vendor and apply to student accounts; notify vendor and student of account balance discrepancies.
11. Establish and maintain working relationship with law enforcement agencies and other entities, including Department of Homeland Security, Army, Navy, Air Force, and Marine recruiters; prepare student lists per the Solomon Act.
12. Prepare personnel background check and security investigations for public and private institutions.
13. Provide orientation and training for the online attendance and grade reporting system (Web-for-Faculty); update procedural manuals; provide timely faculty notifications to remain in compliance of reporting and faculty contract requirements; track attendance reports.
14. Independently compose and prepare clear and concise correspondence to faculty and administrators including those regarding roster deadline dates and delinquent reminder notices.
15. Assist in the preparation of various reports; ensure the timely submission and processing of census, late adds, and positive attendance reports; resolve attendance accounting discrepancies and accurately account for contract hours in all positive attendance courses.
16. Research and prepare responses to civil and state subpoenas; maintain a log of subpoenas received and processed.
17. Operate and use a variety of office equipment including computers and specialized admissions and records software applications such as enrollment software.
18. Represent the College and Admissions and Records Office at promotional events; represent the Dean of Enrollment Services, Admissions and Records Office, or College at events, meetings, and conferences.
19. Coordinate Admissions and Records services and activities with other College departments and staff including Business Office, Counseling Office, Bookstore, IT, Academic Services, and Financial Aid.
20. 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. Principles of lead supervision and training.
2. Organization, procedures and operations of an admissions and records office.
3. Applicable sections of State Education Code and other laws, rules, regulations, policies and procedures relating to the admissions, registration and enrollment status of community college students.
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.

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7. Principles of business letter writing and basic report preparation.
8. Interpersonal skills using tact, patience and courtesy.
9. Correct English usage, grammar, spelling, punctuation and vocabulary.
10. Oral and written communication skills.

**Ability to:**

1. Lead, organize, and review the work of assigned staff.
2. Independently perform the most difficult admissions and registration procedures and tasks.
3. Understand, interpret, and apply Admissions and Records Office policies and procedures as well as pertinent laws, regulations, and ordinances.
4. Perform responsible and difficult programmatic duties involving the use of independent judgment and personal initiative.
5. Develop, prepare, audit, and maintain accurate and complete records, reports, and files.
6. Review documents for accuracy, completeness, and compliance with required procedures and regulations.
7. Interpret and apply applicable college, District and state laws, codes and regulations.
8. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
9. Learn, understand, and use specialized admission and records software applications including enrollment software.
10. Adapt to changing technologies and learn functionality of new equipment and systems.
11. Schedule and prioritize work while working with frequent interruptions.
12. Work independently in the absence of supervision.
13. Receive the public in person and over the phone.
14. Maintain confidentiality of work performed.
15. Plan and organize work to meet schedules and changing deadlines.
16. Work under steady pressure with frequent interruptions and high degree of public contact by phone or in person.
17. Communicate clearly and concisely, both orally and in writing.
18. Establish and maintain effective working relationships with those contacted in the course of work.
19. 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.

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by 2 years of college level course work in business administration or a related field.

**Experience:**

Three years of increasingly responsible office experience, including two years in a college admissions and records experience.

**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.*

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**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.

7/6/99

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical-Secretarial-Fiscal