

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

## **ADMISSIONS SPECIALIST**

*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, perform a variety of technical duties in support of the admissions procedures for assigned special College programs such as international, nursing, dental hygiene, and paramedic programs; perform a variety of tasks associated with the creation and design of documents, manuals, brochures, and other informational materials pertinent to the assigned area; and ensure program compliance with federal, state, and District policies.

### **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. Maintain and disburse admissions information and requirements to students and staff regarding the assigned College program such as the international, nursing, dental hygiene, or paramedic program.
2. Create and update all information and application materials relating to the assigned program; work closely with program coordinators to ensure accuracy of program information and proper interpretation of College policies and procedures.
3. Develop, create, and format various information manuals and brochures regarding admissions and records procedures, operations, and processes; assist in reviewing and editing documents for accuracy.
4. Coordinate with College staff to receive course equivalency and grade point average information to determine eligibility for programs based on established criteria.
5. Respond to inquiries from current and potential students regarding admissions policies and regulations for each assigned program area; answer questions regarding College procedures, assist with registration and payment of fees and address personal problems such as housing and transportation.
6. Maintain on-going correspondence with potential students via phone, mail and e-mail; correspond with students during the semester, reminding them of registration dates, deadlines, fees due, paperwork needed, and services offered.
7. Create, print, collect, and maintain a supply of all application materials and documents pertinent to assigned College program; assist students in completing and preparing documents and forms.
8. Organize and maintain all student files to ensure accuracy, accountability, compliance, efficiency, and security for the assigned program; develop and maintain a student database providing reports and statistics as requested.
9. Provide assistance in coordinating and planning special events, recreational activities, orientation sessions, and training pertinent to the assigned College program.
10. May serve in a lead role in performing various technological task in the Admissions and Records Department; serve as a resource person when technological issues arise in the department; maintain

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the CCCApply Control Center on a daily basis including to review and process online admissions errors and residency issues, create and update email notifications to students and confirmation to staff, create reports for applications statistics, and update online application content.

11. 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. Laws, rules, regulations, policies and procedures relating to the admissions, registration, and enrollment status of the assigned College program.
2. Organization, procedures, and operations of an admissions and records office.
3. Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
4. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
5. Principles and procedures of record keeping and filing.
6. Principles and practices used to establish and maintain files and information retrieval systems.
7. Principles of business letter writing and basic report preparation.
8. Principles and techniques used in public relations.
9. Interpersonal skills using tact, patience and courtesy.
10. English usage, spelling, grammar and punctuation.

**Ability to:**

1. Understand the organization and operation of the assigned College program as necessary to assume assigned responsibilities.
2. Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
3. Maintain current knowledge of program rules, regulations, requirements, and restrictions.
4. Provide information and assistance to students on a variety of topics; advise students in compliance with applicable regulations.
5. Compile and compose correspondence and reports using correct spelling, grammar, punctuation, and vocabulary.
6. Develop and format various brochures and manuals.
7. Maintain confidentiality of work performed.
8. Plan and organize work to meet schedules and changing deadlines.
9. Work within the policies, functions, and requirements of area of assignment.
10. Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
11. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of work.

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14. 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 two years of college level course work in business administration or a related field.

**Experience:**

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

6/19/01

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Technical-Paraprofessional