

ADMISSIONS & RECORDS TECHNICIAN II

GENERAL DESCRIPTION OF CLASS

Under the direction of the Director, Admissions and Records, performs specialized administrative duties involving admissions, registration, records maintenance, residency, and enrollment; provides technical assistance and information to students, staff, and the public.

DISTINGUISHING CHARACTERISTICS: This is the second level class in the Admissions & Records Technician series. Positions in this class perform the full range of duties under general supervision and may be assigned specialized or more complex assignments requiring advanced skill. All positions assigned to the class work independently, exercising judgment and initiative within general guidelines in performing the full range of duties assigned to this classification.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Serves as a point of contact for students and prospective students; provides information and guidance related to admissions and enrollment services provided within the department. *
2. Provides technical and detailed assistance and information to students, faculty, administrators, and staff based on abbreviated interviews regarding admissions, registration, prerequisites, records, matriculation, enrollment, and fees; refers students to other areas of student services as appropriate. *
3. Updates and verifies student information and student records; enters, updates, and maintains schedule changes. *
4. Assists in interpreting and implementing the Family Educational Rights and Privacy Act of 1974 (FERPA) and Title 5 regulations as they pertain to a student's right to privacy, access, and accuracy of academic records. *
5. Processes enrollment changes; prerequisite clearances, ensures accurate accounting through computer entry of enrollment changes and fees collected or owed. *
6. Registers students by verifying residency and demographic data; enrolls students into classes; verifies deadline dates, required signatures, and clearances from related offices in Student Services; assists in resolving student complaints or issues, and makes program changes for registering students; refers students to appropriate departments to secure clearances. *
7. Prepares, scans, and indexes academic records into the document imaging system; ensures accuracy and completeness of documents. *
8. Researches and provides students with correct procedures for completion of a wide variety of forms including student petitions; explains applications, requirements, and restrictions; reviews completed forms for accuracy and completeness. *
9. Processes application forms, enrollments, and drops for special programs; receives and processes transcript requests; reviews records and other information for changes in

- application status. *
10. Reviews and determines status of applications and forms; troubleshoots registration, grading errors, and system issues; refers problems to supervisor/manager for assistance and/or resolution; notifies students of need for additional information or documentation.*
 11. Receives and responds to phone, email, and in person inquiries; provides accurate information and assistance or redirection. *
 12. Coordinates and maintains various departmental email accounts; initiates and composes correspondence as appropriate; prepares memoranda and a variety of other materials. *
 13. Prepares and transmits correspondence for students, verifies student enrollment status, and other information such as grade point average verifications. *
 14. Provides a wide variety of fee-related services including receiving a variety of payment options such as cash or credit card; coordinates with Business Services to process refunds and more complex financial account issues. *
 15. Maintains, audits, and updates student records to ensure accuracy; ensures collection and provides information and explanations of a variety of fees owed by students from a wide number of related agencies and departments; provides transcripts according to approved procedures. *
 16. Collects, compiles, verifies, and records information for the preparation of reports. *
 17. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 18. Performs a variety of administrative duties and responsibilities related to cashiering, file maintenance, mailings, labels, etc.*
 19. Orders and maintains office supplies; receives, opens, distributes, and processes large volumes of mail including payments.*
 20. May attend meetings and conferences on Inclusion, Diversity, Equity and Anti-Racism (IDEA), Legislative changes, District policies and procedures, and computer/technical skills.
 21. May make residency determinations based on State residency requirements; Title 5 of the Education Code and Federal Immigration laws; verifies and makes changes; codes applications and enters information into the computer; collects fees, prepares receipts, and deposits for monies collected.
 22. May serve on a variety of District committees as requested.
 23. May train and provide work direction to student workers, and/or short term, temporary employees.
 24. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- Three (3) years of office experience in a student services or support environment.
- Or, any combination of education and experience which would provide the required qualifications for the position.

DESIRED QUALIFICATIONS:

- Associate degree with coursework in office information systems, business, or related discipline.
- Bilingual.
- Two (2) years of experience in an office or educational setting.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

KNOWLEDGE, SKILLS, AND ABILITIES: (*May be acquired through education, training and/or experience.*)

Knowledge of:

- District policies, procedures, rules, and regulations related to the area of assignment.
- Family Educational Rights and Privacy Act of 1974 (FERPA).
- California Education Code as it applies to the position, including Title 5.
- Proper grammar usage, spelling, punctuation, and vocabulary.
- Modern office equipment, technology, methods, and techniques.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Gather and compile data and information to prepare and generate standard reports related to the area of assignment.
- Effective communication skills, both verbally and in writing.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Business correspondence, letter, and report writing.
- Receptionist and telephone techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform all the duties of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Learn and interpret rules, regulations, procedures, and policies regarding student admissions, records, and registration.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Exercise judgment in taking effective actions.
- Customer service best practices, methods, and techniques.
- Effectively communicate both verbally and in writing.
- Develop logical solutions, make mathematical calculations accurately and rapidly.
- Research issues and/or concerns and provide effective and positive resolutions related to the area of assignment.
- Effectively utilize computer equipment, database programs, and software in the performance of duties.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.

- Establish and maintain effective and cooperative relationships with those contacted during the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.