

ADMISSIONS AND RECORDS TECHNICIAN, SENIOR

GENERAL DESCRIPTION OF CLASS

Under the direction of an assigned administrator or manager, performs administrative and specialized responsibilities in one or more areas of Admissions and Records involving analysis and evaluation of student records, enrollment/registration, residency, faculty grades, records, petitions, and transcript verifications for certification; organizes and assists with the registration of students into college credit courses; maintains student records; interprets California Education Code and Title 5 regulations. The incumbent in this classification may serve as the subject matter expert (SME) in one of more areas and other related duties as assigned; provides work direction and guidance to Admissions and Records Technicians and administrative staff.

DISTINGUISHING CHARACTERISTICS: The Admissions and Records Technician Senior classification serves as the lead staff member within the Admissions and Records department; incumbents in the Senior classification work independently within broad guidelines and may involve lead direction of projects and staff performing related responsibilities. The incumbent performs the most technical and difficult tasks, requiring specialized or advanced skill in one of more areas of the work assigned.

The Admissions and Records Technician Senior serves as the primary resource and subject matter experts (SMEs) for administration, management, staff, and students related to an assigned specialization such as Residency; Applications, Enrollment, and Registration, Grading and Attendance, and Transcript Evaluation. The specialization of each identified area requires technical, analytical, and specialized knowledge related to the focus and responsibilities within the area of specialty; the incumbents in the Admissions and Records Technician Senior classification will serve as a backup for other specialized areas, when needed.

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. Provides technical and specialized information, assistance, and support services to students, faculty, administrators, and the public regarding District and college admissions, enrollment, registration, residency, transcripts, and verifications, grading, and attendance, drops and withdrawals, repeat rules, waitlisting, changes of information, fees, privacy rights, State Authorization Reciprocity Agreement (SARA) and student records policies and procedures. *
2. Responds to inquiries and provides information and assistance to students, faculty, staff, and the public regarding application, enrollment, and registration procedures, fees and account information, residency status, transcript and verification requests, changes to student records. in accordance with District, state, and federal rules, regulations, policies, and procedures. *

3. Holds abbreviated interviews with students and performs account analysis to determine the cause of enrollment and waitlisting issues, registration holds, or problems with student accounts; identifies and refers problems involving front-facing portal system(s), 3rd party systems, or Butte Student Information Systems (SIS) affecting registration, attendance/grading, transcript, and verification processing, and/or Management Information Systems (MIS) reporting to managers and Information Technology (IT) for immediate attention. *
4. Prepares, generates, updates, and maintains a variety of records, reports, and files using electronic records storage systems; shares educational records with those determined to have a “legitimate educational interest” according to Federal Educational Rights and Privacy Act (FERPA) policies; maintains registration documents; researches and resolves inaccurate or incorrect student records using a variety of tools including archival documents, electronic student history in SIS system and reports, instructor or administrators’ verifications of attendance and grading corrections. *
5. Processes confidential student records including social security numbers, legal and chosen name, gender, address, telephone, and privacy hold updates; requires a high level of confidentiality and understanding of sexual and gender identity terminology and preferred pronouns. *
6. Prepares and maintains a variety of records, reports, documents, files, and logs for audit purposes; works with MIS director, Director of Admissions, National Clearinghouse (NSC) representatives, and other departments to identify, correct, and submit error reports to the NSC; contacts students regarding conflicting or missing social security numbers in the NSC warehouse. *
7. Uses communication management systems for sending and receiving notifications, official letters, and confidential documents and information to and from students; manages and archives outgoing communications for new and returning students, sets up communication tracks, drafts and edits electronic documents using HTML, merges documents, and sends PDF’s for printing to Print Shop. *
8. Creates communication codes, texts, instructions, and webpage links with information for students to submit required documents in student portal system; checks status of required documents, downloads, evaluates, and processes required documents, updates the status of required documents as pending or received in SIS. *
9. Creates presentations and facilitates workshops related to area of expertise (residency, enrollment, etc.) to communicate requirements to parents and students at on-and-off campus sites; conducts outreach and provides support for students. *
10. Provides technical assistance and guidance to students, staff, counselors, faculty, and administrators in the interpretation and clarification of requirements, policies, and procedures related to the area of expertise. *
11. Assists in determining information technology needs for Admissions and Records; provides technical guidance concerning Admissions and Records computer programs and procedures; enters a variety of data into the computer to update student information; compiles information, generates reports, and creates computer, and ordinary files. *
12. Assists manager in planning, developing, testing, and implementing legislative changes to department operations; makes recommendations to update and change department procedures to increase efficiencies and effectiveness. *
13. Works with IT and other District or college departments to test and implement legislative and technical changes in Admissions and Records; notifies departments including statewide application system staff and other state agencies. *
14. Prepares and transmits correspondence for students, verifies student status, and other information; communicates with colleagues throughout the state of California and assists other educational institutions regarding the interpretation of regulations associated within

- the area of specialization. *
15. Maintains information and resources on a variety of platforms and communicates updates or procedures, dates, and deadlines to students, staff, and faculty. *
 16. Works with third party vendors for transcript & verification processing, applications for admissions, and records maintenance. *
 17. Works with account representatives to resolve issues and errors regarding student records and requests. *
 18. Assists in the selection and training of staff, student workers, and others; provides work direction and guidance to lower-level classified staff, student assistants, student workers, and/or short-term, temporary staff. *
 19. Assesses, responds, and refers students in crisis to appropriate resources according to District policies and procedures. *
 20. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 21. Performs a variety of administrative responsibilities related to cashiering, file maintenance, mailings, labels, and updating databases; composes social media outreach materials; monitors Admissions and Records chatbot etc. *
 22. Attends meetings and conferences to update and maintain current knowledge of Admissions and Records procedures and Diversity, Equity and Inclusion, Title 5, and Educational Code regulations, and FERPA; works with Director of Admissions to ensure update of application processes.
 23. Makes 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 and prepares receipts for money collected. *
 24. May be called up to assist with emotionally charged conversations with students and/or parents regarding specialized activities of the office while adhering to Federal Educational Rights and Privacy Act (FERPA).
 25. May design, prepare, order and distribute all report and office forms; maintains ledger sheets on budget expenditures; requisitions and maintains inventory; researches vendors and pricing; oversees student assistant, student worker, and/or short-term, temporary staff budget; maintains office equipment.
 26. May perform Admissions and Records functions in the absence of the Director or Assistant Director, as assigned.
 27. May serve on a variety of District committees as requested.
 28. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* in psychology, social work, education, or related discipline; **AND**
- Two (2) years of experience in a community college system serving students in admissions, counseling, EOP&S, DSPO&S, matriculation, or another student advising role.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Bachelor's degree.

- Bi-lingual.

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 and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulation laws, and Board policies, and procedures governing the District.
- Community college courses, curriculum, graduation, and certification requirements.
- Community college credit evaluation policies and procedures.
- State colleges, universities, and general education requirements.
- Federal, state, and local laws, rules, and regulations governing community college enrollment, graduation, and certification.
- California residency requirements as defined by state and federal law, immigration status, and the California Community Colleges Chancellor's.
- Financial aid, grants, and various loans available to enrolling students.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Sexual and gender identity terminology and preferred pronouns.
- Undocumented and mixed status student challenges.
- General education course information for eligibility processes.
- Research and reporting methods, techniques, and procedures.
- Software applications and programs related to the scope of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Modern office practices, procedures, methods and techniques.
- Technical report writing techniques.
- Effective communication skills, both verbally and in writing.
- Elements of proper grammar usage, spelling, punctuation, and vocabulary.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Computer hardware, peripheral hardware, communication devices, and digital hardware.
- Modern accounting practices.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations regarding student admissions and records.

- Read, understand, learn, interpret, and apply rules, regulations, policies and procedures.
- Perform complex and technical duties involved in the analysis and evaluation of student records and transcripts for graduation, transfer, and certification.
- Interpret and explain rules, regulations, procedures, policies, and catalogs regarding student registration, transcript evaluation, graduation, degree, and transfer requirements.
- Perform difficult and technical records evaluation duties
- Conduct research, analyze, interpret, summarize, and present technical information and data in an effective manner.
- Respond to and effectively prioritize incoming phone calls, emails, and other requests for service.
- Analyze situations accurately and adopt an effective course of action.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Generate and prepare clear, concise, and accurate reports, correspondence, and other written materials.
- Organize and sequence steps that enable production of reports, special projects, and meetings.
- Maintain confidentiality.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Update and maintain records accurately, completely and in compliance with policies, procedures, rules, and regulations related to the area of assignment.
- Compose and create a variety of department documents, records, and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Independently apply good judgment in making decisions within the scope of authority.
- Work with diverse populations.
- Establish and maintain effective and cooperative relationships with those contacted in 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.