



Admissions and Records Technician

BASIC FUNCTION

Under the direction of an assigned supervisor, plan, organize, coordinate, and participate in the specialized and technical processing of admissions and records programs and services.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification perform specialized admissions and records duties to support the district's admissions and records department, prepare, organize, and maintain student records. This classification assists students with admission, registration, student records, and other student services areas and is considered the entry level admissions and records classification.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified.

1. Perform complex, detailed, and responsible technical duties requiring specialized and extensive knowledge of admissions and records guidelines and regulations.
2. Record grades, credits, incompletes, withdrawals, repeated courses, and other data using automated equipment and software; process forms and petitions for grade changes, academic renewal, and other exceptions; identify and correct discrepancies and errors in student records.
3. Provide technical assistance and information to students, the public, and staff with questions regarding admissions and records processes and procedures.
4. Verify and maintain all student residency records; conduct confidential interviews with applicants to determine residency.
5. Maintain confidential student records and files and assure compliance with privacy and record retention regulations; provide copies of student records as required by law; provide copies of student records as required by law.

6. Prepare and transmit correspondence for students, verifying student status and other information; respond to requests from other educational institutions and agencies involving student status and records; produce official and unofficial transcripts and enrollment verifications.
7. Advise students on admission, residency classification, and student records policies, procedures, and requirements; accept and instruct students in proper completion of forms, applications, and required documents ensuring accuracy and completeness.
8. Provide outreach services related to admissions and records.
9. Receive and account for transcript and enrollment verification fees.
10. Receive and route incoming calls to appropriate personnel and departments. Communicate with other district personnel to obtain and provide information, resolve data discrepancies, and refer students as necessary.
11. Compile and prepare statistical reports.
12. Perform job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Federal and State rules and regulations pertaining to admissions and student records.
- Processes related to preparing and maintaining student records.
- Modern office practices, procedures, and equipment.
- Record-keeping techniques, methods, and data entry.
- Customer service and basic public relations skills.
- Interpersonal skills using tact, patience, and courtesy.
- Use of admissions and records software.

Skills and Abilities To:

- Read, interpret, apply, and communicate information.
- Communicate effectively both orally and in writing.
- Perform technical record-keeping duties.
- Prepare and maintain accurate statistical records.
- Operate office equipment including computer, scanner, calculator, and copier.
- Complete work with interruptions.
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility.
- Establish and maintain effective working relationships with others.
- Meet demanding schedules and conflicting timelines.

Education and Experience:

Associate degree and two (2) years of increasingly responsible clerical experience in related are or the equivalent.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS**Work Environment:**

Office

Physical Demands:

Work is performed primarily in a standard office environment with frequent interruptions and distractions; extended periods of time of viewing a computer monitor.

Requires sufficient physical ability 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; to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

Work in an environment of frequent interruptions and working with individuals from diverse backgrounds on a regular basis. Handle stress in meeting deadlines while under pressure.

Classification: Admissions and Records Technician / Range: 16 / FLSA Status: non-exempt
Date Last Revised: July 2018 / Date Approved: