

ADMISSIONS/RECORDS TECHNICIAN

Series Specification

Admissions/Records Technician I
Admissions/Records Technician II
Admissions/Records Technician III

DEFINITION

This series specification describes three classes used to perform clerical technical duties of student admissions and records, under the supervision of the assigned supervisor/manager.

LEVEL DESCRIPTIONS

Admissions/Records Technician I: Under moderate oversight, performs various public contact and record processing tasks of moderate complexity.

Admissions/Records Technician II: Under minimal oversight, performs clerical lead responsibility for classified staff and office operations, or lead technical duties of a more complex nature.

Admissions/Records Technician III: Under minimal oversight, perform operational and/or technical lead responsibilities requiring more extensive knowledge of the policies, rules and procedures of the area to which the position is assigned.

TYPICAL DUTIES

Admissions/Records Technician I and subsequent levels: Performs a variety of clerical and technical duties involving student registration, admissions, and records maintenance; distributes, explains, receives, and checks for completion and accuracy of graduation and other petitions; performs a variety of public contact tasks; communicates with students, staff, and other individuals to disseminate or explain information; and aids students in registration and admission procedures by giving information about admission and courses offered; prepares and maintains student folders; reviews files, records, and other documents to obtain information to respond to requests; compiles and prepares statistical and other reports on various registration, admission, and record related topics; receives and accounts for various fees; processes records, posts and processes grades; processes and sends transcripts to students and colleges; prepares and files various notices and forms; composes letters and routine correspondence; answers telephone, responds to requests and delivers messages; receives and distributes mail; orders materials, supplies, and services; oversees the work of temporary employees, including assisting with hiring, processing and training of temporary. Performs related duties as required.

Admissions/Records Technician II: In addition to the duties of the Admissions/Records Technician I, performs clerical lead responsibilities for classified staff and office procedures; distributes, explains, receives and checks records and documents for completion and accuracy; maintains various records of items such as residence lists and registration forms, high school and college transcripts, cumulative student records, athletic eligibility, program changes, and veteran-related forms and processes; prepares and maintains information on admissions and records processes or students; compiles data for and prepares statistical and other reports on various registration, admission, and records related topics for District and

external agencies; prepares information for data processing from various source documents and checks output for completion and accuracy; and prepares denial letters. Performs related duties as required.

Admissions/Records Technician III: In addition to the duties of the Admissions/Records Technician I and II, researches and resolves conflicts and administrative issues; performs a variety of clerical and technical duties involving research; acts as a technical or operational lead in one or more of the following areas and performs additional related duties as needed: Records, Admissions, Data Processing, Veterans Affairs. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE/EDUCATION

Promotional

General

Admission/Records Technician I

One year of clerical experience related to the duties of the position.

Admission/Records Technician II

One year of experience in the Los Rios CCD as an Admissions/Records Technician I.

Two years of clerical experience related to the duties of the position. (One year of college level course work may be substituted for up to one year of work experience).

Admission/Records Technician III

One year of experience in Los Rios CCD as an Admissions/Records Technician II, or two as an Admissions/Records Technician I.

Three years of experience related to the duties of the position. (One year of college level course work may be substituted for up to one year of work experience).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

All Levels: Applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform

specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; basic principles of leadership, oversight and training.

ABILITY TO

All Levels: Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations; basic principles of leadership, oversight and training.

Records/Admissions Technician II and III: Work with minimal direct supervision; effectively train, assign, and oversee the work of others.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned.