

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Admissions & Records Specialist	Range:	36
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for performing complex technical duties in the Admissions and Records Office and serving as the lead technician in providing information and customer assistance to students, faculty, staff and the public.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Coordinates and organizes the day-to-day activities within an assigned service area in an Admissions and Records Office to assure efficiency of operations; researches and investigate problems and identifies appropriate solutions.
2.	Provides information and assistance on the telephone or in person to students, staff and the public regarding admissions, registrations, records, enrollment, fees and other areas of student services.
3.	Processes applicable fees; receives, accounts for, balances and deposits monies at assigned location; locks and secures office records and supplies as required.
4.	Processes and maintains attendance collection, accounting and recording of student grades, degrees and vocational certificates; processes application forms according to established procedures, processes student program changes.
5.	Maintains accurate records and files including student transcripts; makes grade changes and cumulative GPA corrections; locates and obtains various information from records as requested; prepares and maintains records for storage.
6.	Collects and posts a variety of information from standardized media to various types of central records; utilizes appropriate data processing programs.
7.	Provides information and assists other Admissions and Records staff, counselors, instructors, other District departments, and outside agencies as needed or assigned; assists in registration as assigned.
8.	Prepares and types correspondence, labels and other written materials as required; duplicates materials as needed; routes and distributes incoming and outgoing mail.
9.	Trains and provides work direction and guidance to others as directed.
10.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
11.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
12.	Performs related duties as assigned.

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OTHER FUNCTIONS

In addition to the essential functions, the Admissions & Records Specialist trains and provides work direction to others as directed.

WORKING RELATIONSHIPS

The Admissions & Records Specialist maintains frequent contact with co-workers in the Admissions and Records Office, various departments, outside agencies, students, faculty and the public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

High school diploma or GED

Minimum three (3) years increasingly responsible administrative experience, preferably in a college or university admissions and records office

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives

Knowledge of applicable sections of State Education Code and other applicable laws

Knowledge of organization, policies, and rules of assigned department or program

Knowledge of modern office practices, procedures and equipment

Knowledge of record-keeping techniques

Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary

Knowledge of various computer software applications

Ability to interpret, apply and explain rules, regulations, policies and procedures

Ability to make arithmetic calculations quickly and accurately

Ability to operate a variety of office equipment such as calculator, computer, copier, etc.

Ability to analyze situations accurately and adopt an effective course of action

Ability to plan, organize and prioritize work

Ability to work independently with little direction

Ability to complete work efficiently with many interruptions

Ability to work confidentially with discretion

Ability to meet schedules and time lines

Ability to understand and follow oral and written directions

Ability to communicate effectively, orally and in writing

Ability to understand scope of authority in making independent decisions

Ability to review situations accurately and determine appropriate action according to established guidelines

Ability to establish and maintain effective working relationships with others

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SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College environment; subject to constant interruptions and frequent interaction with others; subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
