

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Admissions & Records Specialist II	Range:	38
Date Revised:		Date Approved:	March 14, 2023

PRIMARY PURPOSE

This position is responsible for performing complex technical duties in the Admissions and Records Office and serving as the lead specialist in registration functions.

ESSENTIAL FUNCTIONS

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

1.	Coordinate and organize activities within an assigned service area in an Admissions and Records Office to assure efficiency of operations; research and investigate matters and identifies appropriate solutions. Work closely with the Director of Admissions and Records to develop and maintain the registration processes and special registration accommodations in the student database to support student success
2.	Assist in the preparation and monitoring of registration for each term. Communicate and collaborate with other departments on registration processes to ensure compliance with applicable rules, regulations, policies and procedures.
3.	Troubleshoot complex registration matters with students and resolve most issues and matters related to registration of cohort groups, special populations, cross enrollment, auditing of courses, special admits, dual enrollment, and registration exceptions.
4.	Research late add petitions and determines the appropriate course of actions. Audit late add documents to assure accuracy, completeness and resolves discrepancies as necessary.
5.	Provide 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.
6.	Process applicable fees; receive, account for, balance and deposit monies at assigned location; lock and secure office records and supplies as required.
7.	Process and maintain attendance collection, accounting and recording of student grades, degrees and vocational certificates; process application forms according to established procedures, process student program changes.
8.	Maintain accurate records and files including student transcripts; make grade changes and cumulative GPA corrections; locate and obtain various information from records as requested; prepare and maintain records for storage.
9.	Collect and post a variety of information from standardized media to various types of central records; utilize appropriate data processing programs.
10.	Provide information and assist other Admissions and Records staff, counselors, instructors, other District departments, and outside agencies as needed or assigned; assist in registration as assigned.

11.	Prepare and type correspondence, labels and other written materials as required; duplicate materials as needed; route and distribute incoming and outgoing mail.
12.	Train and provide work direction and guidance to others as directed.
13.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
14.	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.
15.	Perform related duties as assigned.

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OTHER FUNCTIONS

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

WORKING RELATIONSHIPS

The Admissions & Records Specialist II 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

Associates Degree or equivalent

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 local, state, and college requirements

Knowledge of applicable sections of State, Education Code and local, State, and Federal 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 timelines

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

Office environment: subject to constant interruptions and frequent interaction with others; operation of a computer keyboard, requiring gross and fine finger manipulation of keyboards, equipment and tools; travel to various locations; sitting or standing for extended periods of time (up to 2-3 hours); read a variety of printed materials and information on a computer screen for extended periods of time; ability to lift, carry and/or move objects weighing up to 25 pounds.
