

**ADMISSIONS & RECORDS TECHNICIAN**

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**DEFINITION:**

Under general supervision, to perform a variety of technical and office administrative duties in support of the registration and student records functions; and to perform related duties as assigned.

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Reviews and processes student applications and other documentation for admission and registration to the College; ensures information is complete and in compliance with federal, state and College guidelines, including INS;
- Explains, interprets, applies and enforces rules, policies, procedures and requirements to students, faculty and staff in person and by telephone, including INS;
- Interviews students to gather information used in determining eligibility, including collection of information necessary to determine admissibility of nonimmigrant students;
- Monitors students for progress toward graduation, required units, changes in programs etc., through the matriculation process; reviews and evaluates transcripts and applications, tracks receipt of required documents, and assembles and maintains student files;
- Collects, verifies, inputs and maintains a variety of data including that required for compliance and student records such as INS documents, health insurance, grades, personal information, delinquency fees, class registrations and attendance; generates and prints reports;
- Collects and enters fees, and gives receipts; balances funds each day and deposits funds into a business office account;
- Determines matters such as residency and refund requirements; completes forms to request visa status for nonimmigrant students;
- Processes reservations for placement tests and entry orientation, including required tests for admitted foreign students; publishes and distributes schedules and notifies students of results; composes letters;
- Conducts on-line and mail in registration for both regular and special classes;
- Maintains and updates large computer databases;
- Prepares and distributes reports, and informational and processing documents such as class lists, census forms, grading forms and related materials;
- Collects, tabulates, catalogs and files all permanent student records; prepares, updates modifies and corrects transcripts using information from faculty, microfilm, hard copy documents and history databases;
- Conducts degree audits, evaluates transcripts for certificate and degree requirements, monitors probation and dismissal lists and verifies calculations;
- Advises foreign students on INS requirements for admissions, employment, social security

- numbers, visa changes, attendance, etc.; notifies INS of changes in student status; responds to inquiries from foreign countries regarding Gavilan's programs, majors and requirements;
- Maintains security and confidentiality of official student records in accordance with federal, state and College guidelines;
- Works with information services to propose, update and test new reports and student records software and programs;
- Attends informational workshops, conferences and meetings, including those covering nonimmigrant students, to maintain current knowledge;
- Performs general office support duties such as typing, filing, reception, answering telephone calls and scheduling appointments; operates standard office equipment;
- Works with Public Information Office to manage preparations for the graduation ceremony;
- May train and direct the work of student and temporary workers.

### **MINIMUM QUALIFICATIONS:**

#### Knowledge of:

Federal, state and College rules, regulations and policies relating to college registration and student records, including non-immigrant students.

Use of data base, word processing and spreadsheet programs, and operation of office equipment.

Record keeping practices and procedures.

Standard office practices and procedures including filing.

Business arithmetic, including percentages and decimals.

Correct English usage, including spelling, grammar and punctuation.

#### Skill in:

Learning and retaining many detailed rules and procedures.

Entering data into and reporting from large databases, using specialized programs.

Interviewing applicants to obtain detailed personal information.

Establishing and maintaining files.

Interpreting and applying federal, state and college regulations and guidelines pertaining to student records and college admissions.

Establishing and maintaining effective working relationships with persons of diverse socioeconomic backgrounds.

Handling stressful situations

#### Other Requirements:

Specified positions within this class may require certification of bilingual skills.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school and two years experience in responsible clerical work including detailed record keeping and public contact; experience in an academic institution is desirable.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision sufficient to view computer screen and read documents; standing, walking and bending to assist students at counter and retrieve files; manual dexterity to operate computer and write; may require some lifting carry ; duties are performed under deadlines, time constraints and with conflicting demands. This work is performed indoors in a typical office environment.