Cerritos College              Position Description

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<th>Position: Admissions and Records Technician I</th>
<th>Salary Grade: 28</th>
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Summary

Performs clerical duties that support admitting and enrolling students for courses. Enters data onto student records. Provides related clerical services such as correspondence in response to inquiries, tallies of course attendees, and verification of fees. Provides general clerical assistance to support student services and programs.

Distinguishing Career Features

The Admissions and Records Technician I supports the admissions, registration, student records and accounts functions, requiring a demonstrated ability to maintain complete student records that include grades, residency, and transfer/degree/certificate status, and make independent judgements on student status.

Essential Duties and Responsibilities

- Processes application forms by entering application data onto a computerized student information system. Follows up on incomplete admission applications to obtain required information.
- Downloads and processes on-line applications, assisting students as needed with computerized registration formats.
- Serves as point of contact with students and prospective students for services provided by the department. May assist in representing the District at activities of local area high schools and/or other external agencies/organizations.
- Determines and verifies residency determinations, including exceptions and exemptions, and computes fees. Accounts for money collected. Researches and resolves problems pertaining to registration, class conflicts, fees, and other problems.
- Maintains records of student attendance, grades, drops, and other course status. Provides regular reports to faculty. Provides faculty with pertinent information regarding grade sheets, class deadlines, and related information.
- Makes adjustments to student fee records based on class schedule changes. Responds to information by departments, external agencies, and organizations to keep them apprised of current college education expenses for their clients.
- Responds to inquiries pertaining to admission and enrollment requirements and procedures. Prints and distributes form letters such as those used for admitting or welcoming new students.
- Proofs, corrects, and updates student records to comply with educational codes, identifying and updating student course repetitions, creating and forwarding academic and/or progress probationary and dismissal notification letters to affected students, and receiving and evaluating dismissal appeals forms for accuracy and completeness.
- Processes late registration and enrollment changes, assuring accurate posting of student drops, enrollment changes, and fees collected or owed.

- Provides information to students on topics such as matriculation and assessment.

- Receives and processes routine requests for enrollment verification from students, agencies, and employers. Certifies and remits information as requested and allowed.

- Prepares and distributes routine correspondence. Develop address lists to merge with standardized letter formats.

- Orders enrollment verifications and official transcripts. Participates in evaluation of transcripts

- Verifies class enrollment and degree status for students and faculty members. Interacts with students, managers, and other staff members to accept and facilitate transactions such as, but not limited to, student petitions, as appropriate.

- Composes general office correspondence and performs other clerical services of a routine nature including, but not limited to filing, data entry, processing of departmental bulk mail, and completing of forms.

- Provides assistance to (e.g., veterans), and refers students to other appropriate resources.

- Receives, counts, and reconciles registration monies. Posts funds collected to appropriate accounts and categories. Verifies and reconciles revenue categories on cash summary reports, ensuring accuracy and detail for audit trail purposes.

- Posts receipts to student financial records, prepares bills for individual students with unpaid balances, and audits and updates refund reports.

- Maintains currency of knowledge and skills related to the duties and responsibilities.

- Performs other related duties as assigned.

**Qualifications**

- **Knowledge and Skills**

  Requires a working knowledge of Federal and State regulations, policies and guidelines regarding community college admissions and student record keeping. Requires a working knowledge of microcomputer operation, including general and specialized software and applications for word processing, spreadsheets, data entry on to relational databases, internet navigation, and student admissions/records tracking. Requires knowledge of and skills in office methods and procedures, proper English language usage, grammar, syntax, composition, vocabulary, spelling and punctuation. Requires knowledge of basic bookkeeping practices and procedures, including cashiering. Requires a basic knowledge of major and course articulation and matriculation concepts. Requires sufficient math skills to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and convey a positive image of the College.
Abilities
Requires the ability to learn and apply the most up-to-date Federal and State regulations, policies, and guidelines and District policies and procedures relating to admissions, registration, and student records. Requires the ability to listen actively and effectively and maintain an orientation toward customer service. Requires the ability to process a high volume of transactions and remain calm in stressful and/or urgent situations. Requires the ability to work independently and collaboratively, prioritize workload, analyze problems and determine solutions. Requires the ability to type/keyboard and use a pointing device to operate a microcomputer and peripheral equipment. Requires the ability to operate general office equipment, including specialized equipment such as microfilm/microfiche imaging equipment, and electronic cash registers. Requires the ability to maintain productive work relationships with staff, students and external agencies. Requires work under pressure, meet deadlines and timetables, maintain attention to detail, and combine multiple tasks simultaneously. Requires the ability to compose general and specialized office correspondence, type and keyboard at a rate sufficient to meet production requirements, analyze documentation in areas of assignment, and research and analyze technical. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. Requires the ability to work cooperatively and productively with others.

Physical Abilities
Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary to moderately active nature. Requires the ability to sit at a work station for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with students at departmental service windows. Requires near visual acuity to write, read written materials and computer screens, and observe students at service windows in need of assistance. Requires sufficient hearing and speech ability for ordinary and telephonic conversations and to hear sound prompts from equipment. Requires sufficient hand-eye and finger dexterity to write, use a keyboard to type, and perform data entry at an acceptable rate, and mouse or other pointing device. Requires the ability to reach (from low, level, and overhead) to file, access files, and move supplies and equipment in and out of storage areas.

Education and Experience
The position requires a high school diploma or the equivalent, supplemented by business courses and three years of customer service experience in a registration/enrollment or similar area.

Licenses and Certificates
May require a valid driver’s license.

Working Conditions
Work is performed indoors where minimal safety considerations exist.