

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Admissions & Records Technician	Range:	33
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for performing technical duties in the Admissions and Records Office and 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.	Provides technical information and assistance to students, staff and the public regarding admissions, registrations, records, enrollment, fees and other areas of student services.
2.	Instructs students in correct procedures for completion of forms and applications; explains applications, requirements and restrictions; reviews completed forms for accuracy and completeness.
3.	Processes a variety of forms related to admissions and records according to established procedures, processes student program changes.
4.	Processes applicable fees; receives, accounts for, balances and deposits monies at assigned location.
5.	Processes attendance accounting and collection and recording of student grades, degrees and vocational certificates; processes transcripts and application forms according to established procedures.
6.	Collects and posts a variety of information from standardized media to various types of central records; utilizes appropriate computer information systems programs; participates in the processing of applications, program adds and drops, determination of program eligibility, residency and applicant status.
7.	Provides information and assists other Admissions and Records staff, counselors and instructors as needed or assigned; assists in registration as assigned.
8.	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.
9.	Types correspondence, labels and other written materials as required; duplicates materials as needed; routes and distributes incoming and outgoing mail.
10.	Trains and provides work direction and guidance to others.
11.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
12.	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.
13.	Performs related duties as assigned.

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OTHER FUNCTIONS

In addition to the essential functions, the Admissions & Records Technician may assist in directing the work of others as directed and may also be responsible for a specialized program within an Admissions & Records office.

WORKING RELATIONSHIPS

The Admissions & Records Technician 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 one (1) year of responsible clerical 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; standing; subject to sitting for long periods of time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
