

ADMISSIONS AND RECORDS SPECIALIST

DEFINITION

Under general supervision, performs specialized technical duties related to the evaluation and processing of student admission, registration and/or record information; and/or performs the most complex research and verification of data, as well as evaluation of records for purposes of approving admission, certifying course credit, and determining if graduation requirements have been met; monitors, evaluates and updates student grade records; investigates and resolves complex technical problems and issues; may serve as a lead worker; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the second and advanced technical level class in the Admissions and Records Support Series within the Yosemite Community College District (YCCD). Incumbents have specialized program or project responsibilities that require advanced technical knowledge of the assigned subject area in order to make decisions and complete assignments. Positions in this class are responsible for performing the most specialized and complex technical duties within the work unit, including those related to evaluation of records, determination of course credit and equivalencies, and certification of completion of graduation requirements and transfer patterns required by other universities. Incumbents serve as technical specialists within the work unit and/or may serve as lead workers over subordinate staff on a regular basis.

This class may be distinguished from the lower-level class of Admissions and Records Technician because incumbents in that class perform technical duties related to the processing, review and verification of admissions and records information and do not perform complex and specialized duties such as those related to record/grade evaluation and data auditing.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a Dean or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly supervise other full-time employees, but may serve as a lead worker by assigning, directing and/or monitoring the work of subordinate full-time employees on a project or assignment basis.

EXAMPLES OF DUTIES (*Illustrative Only*)

- Performs a variety of technical duties involving student registration, admission, evaluation of records, maintenance and research.
- Compiles and maintains reports on various registration, admission, and record related topics.
- Coordination of residency information and official review and evaluation; respond to residency reclassification petitions, appeals and California non-resident tuition exemption requests.
- Coordination of student petition information and reviewer; monitors and follows up regarding incomplete petitions; and processes all petitions as approved by the committee.
- Coordination of admission and records services with campus partners such as Dual Enrollment, Contract Education, Access & Outreach, and all Special Programs.
- Provide initial mediation of disputes or complaints regarding Enrollment Services.
- Builds course equivalencies in the automated system for future reference; researches catalog and course information to/from other colleges and universities using on-line and other sources; evaluates catalog information to establish whether course-to-course equivalencies and prerequisites have been met.
- Posts course equivalencies to individual student records.
- Determines lower division general education transfer requirements, including IGETC and CSU general education certification.
- Provides technical information and assistance to students and employees including investigating and responding to complex inquiries regarding policies, procedures, regulations, methods, and techniques.
- Performs complex and specialized duties involved in the evaluation and certification of student academic records to determine eligibility for YCCD associate degrees, transfer, or certificates and skills recognitions;
- Initiate and recommend course substitutions to fulfill Associate degree, Bachelor degrees, certificate and skills recognition requirements; assign approved course substitutions and waivers based on district policy.
- Analyze and evaluate academic data and transcripts into the degree audit system; Awards Advanced Placement units and other credits based on student scores and District policy.
- Maintains and processes all instructor grades by documenting grade changes and verifying incomplete grading contracts; communicates instructions, procedures and deadlines to faculty regarding grades and the accuracy of grade submission.
- May serve as a lead worker by assigning, directing, monitoring and reviewing the work of subordinate clerical and technical staff on a project and/or assignment basis.
- Generates, distributes, collects and posts positive attendance records; compiles and reports information as required for state funding.
- Requests, orders and audits diplomas and certificates; identifies and corrects errors on official District documents and transcripts; develops and runs various reports and system queries; audits and corrects information to ensure that data is accurate and up-to-date.
- Attends meetings; participates on committees and task forces as assigned.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Advanced operations, services and activities of a college admissions and records program.
- Principles of lead supervision and training.
- College evaluations, residency and general education requirements.
- Data processing terminology as it relates to student records, registration and grades.
- Modern office procedures, methods and equipment including computers.
- A variety of college information, policies and procedures.
- Methods and techniques of customer service.
- Principles and procedures of record keeping.
- English usage, spelling, grammar and punctuation.

Ability to:

- Independently perform the most difficult admissions and records processing functions.
- Interpret District policies and procedures pertaining to admissions and records.
- Evaluate graduation requirements and transcripts according to District policies.
- Respond to requests and inquiries from students, faculty, staff and the general public.
- Examine and determine the residency status of prospective students.
- Lead and organize projects and assignments.
- Operate office equipment including computers and supporting word processing applications.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- Depending upon assignment, possession of a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit and stand for long periods, move about an office, and occasionally reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.

- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- **Education:** Possession of an associate's degree from an accredited college, with course work in business administration or a closely related field.
- **Experience:** Four years performing admissions and records work in a college or university setting, including two years that involved technical review and processing of admissions applications.

Class Adopted: 3/1/09

Class Amended: 9/11/13, 7/1/2021