

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST - Admissions and Records

BASIC FUNCTION:

Under direction of the Dean of Admissions, perform a variety of specialized duties related to the admissions and registration process and student attendance accounting; assist the Dean in gathering student data and institutional research.

REPRESENTATIVE DUTIES:

Assist in planning, organizing and conducting the admissions and registration processes for fall, spring and summer sessions; establish deadline dates and disseminate information to District departments and offices; coordinate and implement telephone registration procedures.

Coordinate the development and review of college admission application forms and other registration information forms and order necessary supplies; review and make appropriate updates, revisions and corrections prior to printing forms in both English and Spanish; coordinate and develop the physical set-up of the registration area, assuring proper signs and staff coverage.

Coordinate the data entry process, assuring the accuracy of the data; provide in-service training for staff and student workers hired during the admission and registration process throughout the year; review registration and admissions processes and recommend improvements and automated advancements.

Assist in organizing and coordinating the attendance accounting records including opening day rosters, census rosters, final grade rosters, and academic probation and dismissal lists; distribute information and instructions for their completion and return; assure the proper filing and maintenance of attendance records and reports.

Disseminate admission and registration information to the proper individuals, institutional divisions/departments and programs, community organizations, local high schools and educational institutions, and other areas; provide information concerning the annual schedule of admission time lines for applications, telephone registration, drop dates and census times.

Assist in responding to students inquiries regarding fees and debts and provide relevant information; provide information to students regarding their admission and enrollment status for family insurance purposes or other reasons as appropriate.

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STUDENT SERVICES SPECIALIST - Admissions and Records (Continued)

Coordinate and assist in organizing admission and registration activities and services between the main and external campuses including staffing, time lines, development of admissions and registration forms, dissemination of admission information and materials, and related tasks.

Serve as the contact person for faculty, staff, students and administrators; provide specialized information and assistance regarding admission, registration, attendance, and enrollment and final grade reports; assist individuals using both the English and Spanish languages.

Process and monitor concurrent enrollment of high school students and the advanced placement program; distribute a copy of final grades to high schools after each semester and prepare periodic reports.

Assist the Dean of Admissions in developing and producing semester and yearly enrollment reports, retention and persistence reports, performance outcome data reports, the Mini and Institutional Fact Books, reports for the Chancellor's Office and other reports as assigned; assist in developing the State Apportionment Report.

Assist as needed with data entry, switchboard duties, and clerical duties in support of admission, registration, and enrollment and retention functions.

Schedule and coordinate large mailings of the Admissions and Records Office; assure mail bins and bags are available and inform mail services staff of scheduled mailings.

Operate a variety of office equipment including computer terminal, microcomputer, printer, typewriter, switchboard, copier, calculator, shredder and facsimile machine.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Admissions and registration procedures applicable to a community college.

Preparation and maintenance of student records.

Student attendance accounting methods and procedures.

Oral and written communication skills.

Correct English and Spanish usage, grammar, spelling, punctuation and vocabulary.

Operation of office machines including microcomputer, computer terminal, printer, copier and others.

Telephone techniques and etiquette.

Financial and statistical recordkeeping techniques.

STUDENT SERVICES SPECIALIST - Admissions and Records (Continued)

KNOWLEDGE OF: (continued)

Basic principles of supervision and training.

Coordination and organizational methods and skills.

Electronic data processing methods, procedures and equipment.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Explain and interpret policies and procedures related to registration, records, academic probation, and student attendance accounting at a community college.

Understand and interpret applicable sections of the State Education Code and other applicable laws.

Modern office practices, procedures, and equipment.

Operation of computers, printer, typewriter, calculator, copier and other office machines.

Train and provide work direction to admission and registration personnel and student workers.

Work independently with minimal supervision.

Develop a calendar of events for admissions, registration and attendance accounting processes.

Meet schedules and time lines.

Analyze situations accurately and adopt an effective course of action.

Establish and maintain cooperative and effective working relationships with others.

Prepare and produce a variety of reports using various computer programs relating to the admission, registration, and enrollment of students.

Solicit and collect fees owed by students for current or previous enrollment.

Communicate effectively in English and Spanish.

Translate material from English to Spanish in an acceptable and approved manner and style.

EDUCATION AND EXPERIENCE: Any combination equivalent to: AA degree or graduation from high school including or supplemented by coursework in business, computer operation, bookkeeping or related areas and three years of increasingly responsible office and clerical experience, including at least two years in a community college setting.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a desk, computer terminal or counter. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

STUDENT SERVICES SPECIALIST - Admissions and Records (Continued)

PHYSICAL DEMANDS: Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 25 pounds.