



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

ADMISSIONS & RECORDS ASSISTANT III

A Classified Position

[Grade 24 – Salary Schedule 60](#)

A. General Statement

Under general supervision, the Admissions & Records Assistant III performs a variety of clerical and technical duties related to planning and implementing a variety of student enrollment services. The Admissions & Records Assistant III provides policy and procedural information, documents and tracks student enrollment activity, and assists supervisory staff in coordinating and monitoring the work of hourlies and student workers. Public contact is extensive and includes students, staff, and the general public as well as other educational and governmental institutions for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required, within the scope of prescribed policies and procedures, to resolve a variety of minor and occasional major problems that arise. Consequences of errors in judgment could be costly in public relations, staff and employee time; however, supervisory controls and prescribed procedures limit the risk of serious consequences. The Admissions & Records Assistant III is distinguished from level II by responsibilities for leading the work of teams or individual staff and/or by assisting supervisory staff as the designated technical resource for resolution of the more complex operational issues. The Admissions & Records Assistant III can train and lead the work of other clerical staff, volunteers, and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with current and prospective students, faculty, staff, other educational institutions, governmental agencies, and the general public regarding student enrollment policies and procedures, confidential and other records, and services, programs and activities
2. Confers with supervisory staff to plan short and long-range staffing needs, workflow, customer service enhancements, web and other electronic modifications, operational procedures, enrollment services programs, outreach, and other activities, as well as the development and modification of computer programs, screens and reports
3. Access and maintain the electronic and online application problem queue.
4. In conjunction with supervisory staff, trains staff in new and modified enrollment services and procedures

5. Responds to in-person, telephone, electronic, and written inquiries
6. Coordinates, leads, and monitors the work of teams and individual staff as assigned
7. Enters, modifies, and retrieves enrollment and related data with a database, some examples include; correcting student academic records, maintaining accurate lists of attendance records, student IDs, graduation, and grades
8. Process grades, positive attendance, and census information
9. Process and resolve a variety of requests, some examples include; electronic transcripts, academic renewal, audit, variable unit changes, add/drop requests, enrollment verification, concurrent enrollment, and credit by exam
10. Sets up and maintains a variety of files; student enrollment data, transcripts, transfer, certification and graduation, student eligibility, support services, demographics, and fee schedules
11. Provides input into the development and modification of computer programs, screens, and reports in conjunction with supervisory staff
12. Makes residency determinations and provides appropriate notifications to students about their residency status
13. Use spreadsheets and a variety of computer software to format data and prepare reports, correspondence, forms, surveys and informational materials
14. Assists students in the accurate completion of forms and required information
15. Analyze and evaluate records of enrollment and completed coursework to verify eligibility and completion of degree and certificate programs, IGETC & GE Certifications ,graduation, transfer, GPA and other requirements for a variety of college and outside agency purposes

Apply extensive knowledge and understanding of state and federal VA regulations in order to submit information electronically to the Veterans Administration for benefits
16. Analyze and correct error reports, some examples include; Clearing House, MIS, and course repeat
17. Attends meetings to obtain current information
18. Makes presentations to small and large groups regarding enrollment policies, procedures, timelines, electronic services, fees, and required forms
19. Performs other related duties as assigned

C. Requirements

1. Associate degree in business administration, office administration, or a closely related field
2. Successful general clerical experience of increasing responsibility, preferably in educational enrollment services

3. Extensive public contact experience that has demonstrated respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Experience with maintenance of electronic and manual files and records
5. Experience with training and leading the work of others
6. Experience with the use of a variety of computer software to compose and prepare correspondence, forms, reports, presentations, and other written materials
7. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
8. Demonstrated skills in oral and written communication, including giving clear and concise instructions
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires attention to detail; oral and written communication to small and large groups, problem resolution, data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; adaptability and flexibility; manual dexterity; pulling, pushing, reaching; good memory; moving items of light to moderate weight; tact, patience and sensitivity in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of student enrollment services policies, procedures, forms, and fees
2. Knowledge of supportive resources available to students for admission, enrollment and retention
3. Skill in establishing and maintaining respectful and sensitive working relationships with people who are diverse in their cultures, language groups and abilities
4. Skill in training, directing and coordinating the work of others
5. Skill in using a database and a variety of computer software to enter, modify, format and retrieve complex data, compose and prepare correspondence, reports, memoranda, narratives and other written materials
6. Skill in oral and written communication, including public speaking and giving clear and concise instructions
7. Skill in multi-tasking, workload prioritizing, and working accurately with detailed information under deadline pressure, using independent judgment for decision-making
8. Ability to coordinate, anticipate, and resolve workload issues and problems
9. Ability to interpret and apply local, state, and federal regulations.
10. Ability to lead and participate in effective and efficient customer service work teams