



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

ADMISSIONS & RECORDS ASSISTANT II

A Classified Position

[Grade 20 – Salary Schedule 60](#)

A. General Statement

Under general supervision, the Admissions & Records Assistant II performs a variety of clerical and technical duties related to student enrollment services. The Admissions & Records Assistant II provides policy and procedural information, processes student admissions and registration information, and provides other support services. 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 moderate degree of independent judgment and creativity is required, within the scope of prescribed policies and procedures, to resolve a variety of minor 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 II 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, student fees, and programs and activities
2. Provides input to lead and supervisory staff regarding 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. Codes and processes student applications for admission, including out-of-state and foreign student applications
4. Responds to in-person, telephone, electronic, and written inquiries
5. Enters, modifies, and retrieves enrollment and related data with a database, including correcting student academic records and maintaining accurate lists of attendance records, student IDs, graduation, and grades

6. In preparation for data entry, screens instructor grades for accuracy and completeness
7. Processes a variety of student requests, including transcripts, petitions, academic renewal, cumulative audit, variable unit changes, class transfers, and add/drop requests
8. Sets up and maintains a variety of complex electronic and manual files of student enrollment data, including transcript, transfer, certification and graduation, student eligibility, support services, demographics, and fee schedules
9. Research and prepare responses to civil and state subpoenas and maintains a log of subpoenas received
10. Makes residency determinations and makes appropriate notifications to students about their residency status
11. Uses spreadsheets and a variety of computer software to format data and prepare routine reports, correspondence, forms, surveys and informational materials
12. Distribute, prepare, maintain and verify records of weekly, daily, and positive attendance rosters
13. Assists students in the accurate completion of forms and required information
14. Compares electronic and other records of enrollment and completed coursework to verify eligibility and completion of certificate programs and graduation, transfer, GPA and other requirements for a variety of college and outside agency purposes
15. Interpret and apply state and federal regulations governing the collection of VA benefits
16. Resolves issues with course conflict forms
17. Researches student electronic and manual files to complete reports and surveys
18. Attends meetings to obtain current information
19. Assists staff in making presentations to small and large groups regarding enrollment policies, procedures, timelines, electronic services, fees, and required forms
20. Performs other related duties as assigned

C. Requirements

1. Graduation from high school and college courses in business administration, office administration, or a closely related field
2. Successful general clerical experience of increasing responsibility
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Experience with the organization and 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 skill in multi-tasking, prioritizing workloads, and working independently

9. 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 data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Ability to interpret and apply local, state, and federal regulations as they apply to student admissions and registration
4. Skill in use of the Microsoft Office Suite, databases, and web-based content management systems
5. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
6. Skill in oral communication, including public speaking
7. Skill in written communication
8. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
9. Ability to coordinate, anticipate, and resolve workload issues and problems
10. Ability to work effectively as part of a customer service team

(9/2013)