

## DESERT COMMUNITY COLLEGE DISTRICT

### ADMISSIONS AND RECORDS TECHNICIAN - BILINGUAL

#### BASIC FUNCTION

Under the direction of the Director, Admissions and Records perform specialized clerical duties in processing, evaluating and researching student records and academic transcripts for a variety of purposes including duties related to admissions, registration, evaluation, residency, special student applications, faculty final grades and rosters, and maintenance of student records requiring knowledge of State requirements affecting District funding; communicate clearly and concisely, both orally and in writing, in English and Spanish; provide work direction in related areas to assigned staff; assist in planning and implementing departmental procedures; and do related work as may be required.

#### REPRESENTATIVE DUTIES

1. Work the front line counter in support of processing records as appropriate for student requests for copies of student records, registration, admissions, adds, drops, and related functions; review and evaluate requests for exceptions of registration, enrollment, adds, drops, repeats in preparation of Dean determination to assure completeness and compliance in accordance with state and District policies and guidelines; document after decision or transaction. **E**
2. Process and review of faculty rosters, final grade rosters, and related duties, review for completeness, accuracy and compliance to state and federal standards and according to district policies and procedures ; distribute communication to faculty and students regarding drops, census, and enrollment; work confidentially with student records. **E**
3. Communicate in person or on the telephone with students, faculty, staff and the public to explain and assist with fees, student records, enrollment, registration procedures for telephone or on-line systems, final grading, instructor rosters (hard copy or online), train and assist faculty and staff in the use of final grades systems; and notify students and faculty of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures. **E**
4. Oversee and maintain the computerized grade and attendance collections system and forms inventory system for class reports and records; maintain student database, printers and supplies used in grade and attendance reporting; identify and notify instructors who need to submit grades. Prepare folders for instructors that maintain the records of, census, final grade rosters, positive attendance, and permanent class rosters. Coordinate and maintain the annual calendar needed to distribute rosters for beginning, census, clean up rosters, positive attendance, prepare and disseminate a schedule of reporting dates according to established procedures. **E**
5. Monitor and research positive attendance reporting; prepare and disseminate overdue notices and a schedule of reporting dates according to established procedures. Analyze research and resolve questions or concerns related to students on roster, added or dropped classes or other related issues. **E**
6. Receive and audit permanent class and census rosters; organize and maintain class record files on a term basis; follow-up on overdue reports with faculty and supervisors as necessary. **E**
7. Process and maintain student records including address, telephone or other changes; update student database and verify accuracy; notify students and file documentation. **E**
8. Operate a variety of office machines including a computer and related software. Utilize document imaging equipment for applications, registration forms and a variety of support documentation. **E**
9. Research past student records related to registration, enrollment or educational progress as requested.
10. Coordinate and complete functions associated with document imaging
11. Process, account and balance fees and refunds; receive and count individual cash supply received from Business Office; identify and correct errors. **E**
12. Assist in the selection and training of staff and others; provide work direction and guidance.
13. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES**

**Knowledge Of:** Specialized functions, activities and operations of admissions, enrollment, registration, grading, attendance collection and reporting according to state, federal and District rules and regulations related to student residency requirements, general education certification and certificate programs; including applicable Education Code requirements; modern office practices, procedures and equipment; record-keeping techniques; operation of a computer and applicable software including word processing, spreadsheets and email and data entry techniques; oral and written communication skills; interpersonal skills using tact, patience and courtesy; financial record-keeping procedures, methods, practices and terminology.

**Ability To:** Perform clerical and public contact work in support of the Admissions and Records functions; operate a computer and assigned software including database management, word processing, spreadsheets and email; communicate effectively both orally and in writing; maintain records and prepare reports; understand and follow oral and written instructions; learn, interpret and communicate policies, guidelines, regulations and laws to staff, students and public and exchange information; prioritize and schedule work; post and make arithmetic computations and data rapidly and accurately; operate a ten-key calculator; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion; sit or stand for extended periods of time; bend at the waist, kneel or crouch.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: graduation from high school and three (3) years of increasingly responsible office clerical experience. Communicate clearly and concisely, both orally and in writing, in English and Spanish.

**WORKING CONDITIONS**

**Environment:** Office environment. Constant interruptions.

**EMPLOYMENT STATUS**

Bargaining Unit Position

E=Essential Functions

A&RS.DOC

**RANGE 9**

Approved by the Board of Trustees: April 20, 2017