

TEMPORARY Senior Admissions and Records Assistant State Center Community College District

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Downloaded On: Nov. 23, 2024 5:05am

Posted Jul. 26, 2024, set to expire Jul. 23, 2025

Job Title	TEMPORARY Senior Admissions and Records Assistant
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Jul. 26, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Admissions/Student Records/Registrar
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Job Description	

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TEMPORARY Senior Admissions and Records Assistant

Salary: \$26.84 - \$33.01 Hourly

Location: Districtwide, CA

Job Type: Temporary

Division: DO Personnel Commission

Job Number: 202400145-T

Closing:

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General Purpose

Under general supervision, performs routine to complex administrative support and technical duties to support student enrollment, registration and access to records; performs records maintenance including complex data entry, tracking and reporting processes; processes student petitions and resolves standard student enrollment issues; performs registration and enrollment duties for nonstandard programs requiring manual processes; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides day-to-day lead work guidance and direction to lower-level Admissions and Records staff and student aides; assigns, schedules and monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; provides information, instruction and training on work procedures and technical, legal and regulatory requirements.
2. Performs routine to complex admissions and records duties; answers questions from and assists returning, currently enrolled and prospective students with registering, adding or dropping courses, payments and access to official records; distributes, accepts and reviews for completeness and accuracy various forms and petitions; provides information and validates student eligibility for particular programs, classes or early enrollment; responds to questions and complaints.
3. Answers escalated student questions regarding policies, procedures, programs and services including clarification of course and program enrollment requirements and department processes and procedures; verifies student eligibility and program participation for purposes of enrollment, residency/ reclassification, registration and proper documentation; overrides holds and processes petitions following established guidelines; researches and prepares documentation for nonstandard petitions and requests requiring a higher level of approval.
4. Provides technical assistance and information to students, faculty and staff regarding eligibility, applications, restrictions required documentation, processing requirements and fees; reviews completed forms for accuracy and completeness; assists departments with dual enrollment, cohort and other program enrollments and registration processes.
5. Receives and inputs a variety of student information into computer systems; downloads

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instructors' rosters, unit and grade reports and prepares for review and approval; researches information in computer systems; assists with the preparation of forms and documentation; verifies accuracy of information with third parties; tracks students in College services and programs.

6. Documents and enters into applicable computer systems course repeats, unit and grade point average calculations and other student activity to update student academic records and ensure accurate accounting of student records; assists with end of term grading processes; researches and resolves enrollment and transcript problems such as duplicate accounts and conflicting/inaccurate information.
7. Prepares, compiles and distributes packets of materials; receives, opens and processes returned mail; prepares regular and bulk mailings; scans or copies various documents and materials.
8. Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track petitions, files, activities and services.
9. Maintains all student supporting documentation to meet retention and audit requirements; maintains and ensures the confidentiality of all student documents and records in accordance with the Family Educational Rights and Privacy Act and established District policies and procedures.
10. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

1. **On certain campuses, serves as campus telephone operator.**
2. As assigned, accepts payments and cash receipts for parking, child care, tuition and other payments; closes and balances cash drawer; issues student identification cards.
3. May be assigned to update and maintain Admissions and Records webpages, ensuring that all accessibility standards are met.
4. Provides backup for other Admissions and Records departments staff.
5. Assists with responding to subpoenas for student records and enrollment verifications.
6. Interacts with other departments and with state and federal programs on behalf of the department/ program or a student.

Performs related duties as assigned.

Employment Standards / Minimum Qualifications

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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Modern office practices, procedures and equipment including computers and applicable software programs.
2. Department services, program goals, objectives, policies, procedures and practices.
3. Customer service practices including telephone and email etiquette.
4. District student recordkeeping practices and procedures for processing student information and interpreting input and output data utilizing District computer systems used for admissions and records functions.
5. Policies, procedures, goals and objectives of a college admissions and records department.
6. The Family Educational Rights and Privacy Act and other District, state and federal laws, rules, regulations and policies governing student admissions and records.
7. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
8. Safety policies and safe work practices applicable to the assignment.
9. Basic principles and practices of employee work guidance and direction.
10. Personnel Commission Rules, Board Policies and Administrative Regulations, Human Resources Procedures and collective bargaining agreements. Uses and operations of scanners, phone systems, computers, standard business software, and database and spreadsheet applications.

Skills and Abilities to:

1. Assign and review the work of assigned staff.
2. Provide customer service in person and over the phone and electronically, sometimes to confrontational individuals.
3. Interpret, explain and apply District, departmental and administrative policies, procedures and practices.
4. Prepare clear and accurate reports, documents, data entries and files at an acceptable speed.
5. Determine work priorities during peak workload periods, using sound judgment in the application of policies, rules, regulations and standard operating procedures.
6. Organize and maintain physical and electronic files.
7. Perform mathematical calculations.
8. Maintain confidentiality of District and student files and records.
9. Track and report statistical information utilizing complex spreadsheets and databases.
10. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
11. Communicate effectively, both orally and in writing.

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12. Understand and follow written and oral instructions.
13. Operate a computer and use standard business software.
14. Type accurately at a speed necessary to meet the requirements of the position.
15. Represent the District effectively to students, customers and the public.
16. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student situations.
17. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE

Graduation from high school or GED equivalent, and at least two years of progressively responsible experience involving admissions, program eligibility, enrollment and student records in an educational and other setting making such determinations; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

Some assignments may require a valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 10 pounds and occasionally up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be



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made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption; and intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

Only the most qualified applicants will be invited to interview for the assignment. The current vacancies are at Fresno City College and Reedley College.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4545663/temporary-senior-admissions-and-records-assistant>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

State Center Community College District

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